HUMAN RESOURCE MANAGEMENT PROGRAM
2D QUARTER FY01 REVIEW AND ANALYSIS

WEST Region

The West Region -

Army's Premier Team of Human Resources Professionals Providing Quality and Timely Services to Our Valued Customers

WEST REGION FOCUS AREAS FOR FY 01

The West Region Accomplishments and Focus Areas for FY 01 are established on the foundation of the West Region FY 00-01 Operational Plan. Feedback received during the Sep 99 and Mar 00 Commanders' Civilian Personnel Advisory Councils (CCPAC) provided the basis for a review of the previous strategic plan and update to be consistent with the Army's new vision and strategy for Civilian Human Resources and region goals and objectives. The feedback from the CCPACs was incorporated into the Region's Operational Plan, with region-specific Supporting Objectives to the Army's three Priority Emphasis Areas and associated Corporate Goals. West Region civilian personnel leaders developed and substantiated the Supporting Objectives as consistent with the region's vision. Commander feedback indicates that the Operational Plan is moving in the right direction with the right amount of emphasis in the program areas, placing Modern System preparation and developing automation tools as top priority, followed by meeting partnering goals and training requirements.   The Priority Emphasis Areas are:

Strategic Civilian Workforce
Competitive and Responsive CHR Programs
Skilled and Responsive CHR Professionals

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CORPORATE GOAL 1
Systematic Planning that Forecasts and Achieves the Civilian Work Force Necessary to Support the Army's Mission

SUPPORTING OBJECTIVES
1. Continue and enhance partnering
2. Focus on metrics that reflect overall/total cycle time for work accomplishment
3. Develop Commander/Manager/HR orientation and training package
4. Develop and deploy an Information Management System for customers

ACCOMPLISHMENTS

The highlight of 2nd Qtr, FY01, was the third Commanders' Civilian Personnel Advisory Council (CCPAC) on 13 February 2001. The conference, held in Sparks, Nevada, was hosted by Colonel Moses Whitehurst, Jr., Commander, Sierra Army Depot. Conference goals included enhancing partnerships, updating progress on goals set at previous CCPACs, exchanging information, obtaining Commander feedback, and identifying priority emphasis areas to guide future work and effort. The CCPAC was attended by 26 West Region Commanders or their representatives, seven MACOM Civilian Personnel representatives, a CPOCMA

FOCUS AREAS

CCPAC attendees agreed that the next conference should be held in early November 2001. BG Peter T. Madsen, Commander, USACE, South Pacific Division, agreed to be the official host. There was also unanimous agreement that Mr. Snyder should be invited back.
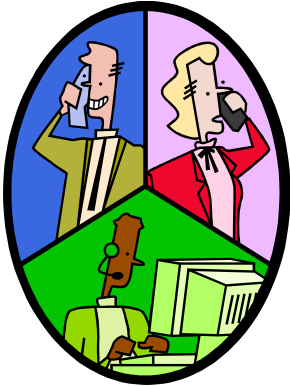
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representative, 13 West Region CPAC Directors, and the West CPOC leadership team. A special guest and participant was Mr. David L. Snyder, Deputy Assistant Secretary of the Army (Civilian Personnel Policy). Mr. Snyder presented the Commanders with a very informative update "from the top" on such issues as customer satisfaction, legislative initiatives, Modern System deployment, USAMAA study, hiring freeze, and fill time. In addition, the CPOC leadership updated the Commanders on West Region preparation for Modern System deployment and progress on previously identified goals and focus areas. All agreed the conference was a huge success!

On 14 February 2001, immediately following the CCPAC, the CHR community (MACOM, CPOCMA, CPAC and CPOC HR professionals) met to discuss and assure understanding of Commander feedback and direction, and to translate that into specific action plans for the rest of the fiscal year and beyond. Preliminary work began on revising the West Region Human Resources Operational Plan.

The FY01/02 West Region Human Resources Operational Plan was revised to delete all completed actions and to incorporate new supporting objectives, specific action items, and milestones in order to address those issues and priority emphasis areas identified by the Commanders at the CCPAC. The revised plan is being staffed with the Civilian Personnel Advisory Centers (CPAC); when that process is complete, it will be presented to Commanders and posted on the West CPOC web site.

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Partner visits during this quarter included the following:

USACE, Seattle District, Chief of Engineering & Construction and CPAC representative visit to WCPOC on 26 January

CPOC Director visit to Commander, USACE, South Pacific Division, on 30 January

CPOC Staffing Specialists visit to Ft. Lewis to participate in MAMC Medical Job Fair on 2 March

CPOC Deputy Director and CFD Branch Chief visit to USACE, Sacramento District, on 5 March

USACE, Northwestern Division, Subject-Matter Experts and representatives of the Portland and Walla Walla CPACs visit to CPOC to review and update DEU crediting plans on 6 and 7 March

CPOC Classification Specialist visit to Yuma Providing Ground to conduct DCA training on 27 and 28 March

CPOC Deputy Director and CFD Branch Chief visit to the Tooele Army Depot Leadership Retreat on 29 March

Partner visits will continue through the remainder of the fiscal year. Plans are underway for continued MAMC Medical Job Fairs and first time participation in a Technical Career Fair for the Corps of Engineers in Sacramento during the third quarter. In April, the CPOC Director will attend the TRADOC CPAC Training Workshop.

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CORPORATE GOAL 2
Technology and Business Management Tools and Techniques that Provide the Best, Most Accessible and Lowest Cost CHR Products and Services

SUPPORTING OBJECTIVES
1. Ensure consistency in applying classification standards
2. Make work processes more efficient through automation
3. Maintain Functional Process Improvements (FPI)
4. Successfully deploy Modern System

ACCOMPLISHMENTS

Migration from Resumix 4.1 to the upgraded government version 5.3G began on 3 January and was successfully completed on 12 January. For applicants the most important changes in the new version included the use of a three, instead of two, page resume, and elimination of the limit on the number of geographic locations and occupational series applicants may choose. For managers, the improved grammar base and the expansion of the matching capability from 80 to 200 skills per applicant should facilitate and enhance the matching of quality candidates for specific vacancies. A new West Region Resumix Kit reflecting all the changes and updated applicant instructions was issued on 3 January and posted to the West CPOC web site.

FOCUS AREAS

Efforts will continue to improve and streamline the recruitment process. For the long term CPOC staff will participate with the DA working group in the development and implementation of an Army-wide standard Resumix recruitment process. Key facets of that plan include:

- Standard Resumix processes/job kit and one port of entry for all applications across regions
- Standard inventory based recruitment processes modeled after procedures used in the West Region
- A one-page vacancy announcement builder

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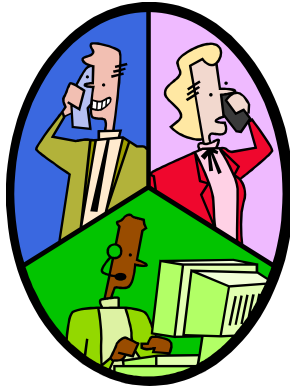
- An Army-wide merit promotion plan
- FORECAST projections of recruitment needs
- A web enabled in/out-processing tool
- A web enabled payroll problem reporting system

For the immediate term, next quarter CPOC will begin the process of determining what grammar needs to be added to the Resumix database, if any. When the process for adding grammar has been completed, the CPOC will develop Resumix Skills Handbooks for use by managers and staffing specialists.

At the February CCPAC, the CPOC Deputy Director provided an update on the status of Modern System preparation to the West Region Commanders.   With the Modern System deployment date nearing (13 April 2001!), the CPOC and CPACs intensified their planning and preparation efforts during the quarter.

One key component to preparation was the training of users on the new system.   To that end, extensive CPOC/CPAC staff and end user training was delivered during the 2nd quarter. From 12-23 February, the "Mod Squad" (CPOC employees selected to conduct Modern System CPAC training) attended a two week comprehensive Modern

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System Train the Trainer (TTT) course. The CPOC's Functional Automation Branch Chief delivered the training. In addition, they attended a one day session designed to sharpen their presentation and classroom management skills.

Beginning on 26 February and continuing through the 2nd quarter, the "Mod Squad" completed Train the Trainer (TTT) sessions at 11 of the 13 CPACs in the region. By the close of the quarter, the Mod Squad teams trained 249 CPAC staff members and 119 end users. CPOC staff training was conducted concurrently. During the quarter, 121 WCPOC employees completed hands-on training on how to process actions in the Modern Defense Civilian Personnel Data System (MDCPDS).

To step up communications, the CPOC held more frequent (weekly) Modern User's Group (MUG) meetings. The MUG provides a forum for the CPOC and CPACs to share information and coordinate actions critical to a successful deployment of MDCPDS.

Emphasis on data clean-up also turned up a notch. While we have maintained a 99.9% error free rate since the 3rd quarter FY99, the CPOC diverted additional resources in an effort to achieve a 100% accuracy rate upon deployment. To assess the integrity of the database, HQDA performed two mock conversions during this quarter. The results of the mock conversions indicated all systems are ready to go!

CPAC Modern TTT training will wrap up during the 1st week of April at Fort Lewis and Yuma Proving Ground. The CPOC will continue to focus its efforts on completing the tasks outlined in the Army Modern System Deployment Checklist and prepare for the Modern System deployment team, who will start arriving at the CPOC on 12 April. The CPOC expects over 30 participants from CPOCMA, HQDA, DoD, and the technical contractor. Close coordination with the CPACs will continue as the Legacy DCPDS system is shut down as of close of business on 12 April. The blackout period will be 13 through 30 April. Once MCPDS is turned on, the CPOC staff, under the direction of HQDA and DoD will re-create pipeline actions (actions that were in the Legacy CPOC/CPAC FPI boxes). Following the successful re-entry of pipeline actions, the CPOC will begin testing the system by processing actions. We have all worked so hard and are counting on a smooth deployment!

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got mod?

CORPORATE GOAL 3
CHR Professionals who are Customer-Focused and who have the Competence, Support, and Motivation to Meet the Challenges of Constantly Changing and Increasing Expectations

SUPPORTING OBJECTIVES
1. Clarify roles of CPOC, CPAC and manager
2. Develop CPAC generalists as advisors and consultants, and full members of the customer management team

ACCOMPLISHMENTS

Frequent and candid customer feedback from Commanders is encouraged and appreciated. It helps to guide our efforts, to prioritize our work and to make needed improvements and adjustments. During this quarter the CPOC Director sent each serviced Commander an "Installation Feedback Form" in order to obtain formal customer feedback regarding the quality of service provided by the West CPOC. Commanders were asked to evaluate the following service features: Quality of Work Products, Communication, Responsiveness, Courtesy and Effectiveness.

FOCUS AREAS

When all the Installation Feedback Forms are returned, they will be forwarded to the CPOC headquarters, the Civilian Personnel Operations Center Management Agency (CPOCMA), for review by the CPOCMA Director. More importantly, all Commander feedback is carefully reviewed by the CPOC leadership in order to assess program successes and shortcomings. Adjustments are made where possible, always with the ultimate goal of better serving our customers. Commanders who have not yet returned their feedback forms are highly encouraged to do so.

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During the 2nd quarter, CPOC staffing specialists received training on use of the new Resumix version 5.3G. Because of the many changes and differences in processing procedures, this represented a significant learning curve for the staff. Also during this quarter, both the CPOC and CPAC staffs received training on the new Modern System (MDCPDS). This has been an especially stressful time for the HR community. Having to learn such a different system, while at the same time continuing with everyday work, has been a challenge.

Changes being experienced in the CHR world are taxing for both customers and the HR community. Both the CPAC and CPOC staffs are committed, however, to learning and mastering their new responsibilities as quickly as possible in order to provide better service to our customers. We appreciate our Commanders' continued understanding and support during the necessary transition.

WEST Region

All Serviced

Executive Summary

Intensive preparation for the deployment of the Modern System in the West Region early next quarter was a priority emphasis area this quarter. A significant amount of the WCPOC staff's time was devoted to completing the hundreds of tasks outlined on the DoD deployment checklist, learning the new system processes, training the CPAC staffs, and preparing the database for the conversion. This was an exciting, but stressful, time for the staff as they worked to assure a successful deployment, while at the same time continuing normal operations.

There were many success stories in servicing performance this quarter, in spite of a large increase in workload volume:

- The number of actions received increased by 39% (from 6,742 last quarter to 9,297 this quarter), largely due to an influx of actions late in the quarter because of management's anticipation of Modern System deployment. The number processed or canceled jumped from 6,753 last quarter to 8,555 this quarter, a 28% increase.
- Even though the volume increased, the number of routine classification actions processed in standard improved from 91% last quarter to 94% this quarter. Processing of non-routine actions remained steady at 93% in standard.
- The 1,281 recruitment actions committed this quarter was higher than last quarter's performance by more than 200 commitments. Fill sources for these actions were as follows:

Resumix referral lists	52%
Delegated Examining Unit lists	8%
Office of Personnel Management lists	1%
Career Program lists	1%
Priority Placement Program placements	3%
Other Non-competitive sources	35%

All Serviced

- With Madigan Army Medical Center and the Corps of Engineers the most frequent users, there were 164 Delegated Examining Unit certificates completed this quarter. Of the 164, 110, or 67%, resulted in a selection. This is a very high usage rate and another successful quarter for the DEU!
- The number of non-recruitment actions processed also increased this quarter (from 2,102 to 2,467), but the rate processed in standard remained steady at 96%!
- The number of awards processed this quarter almost doubled last quarter's volume (from 3,053 to 5,948)!

There were two areas where performance slipped from last quarter:

- Referrals issued in standard dropped from 77% last quarter to 64% this quarter. The volume remained high – 1,290 referrals were issued this quarter compared to 1,217 last quarter, and many of those were issued timely (427 by the 3rd day, 353 on the 4th and 5th days, and 141 between the 6th and 10th days). But overall timeliness suffered, primarily because of the migration to the updated version of Resumix 5.3G in January and the associated system down time and staff learning curve.
- Overall total recruitment fill time, measured from the date the action is initiated by the manager until closure, increased from 76 days last quarter to 81 days this quarter. When measured from the date the action is received in the HR community until commitment, performance in the West Region was 50 days, which compares very favorably with the Army goal of 60 days.

Feedback received from selecting officials on the management feedback forms continues to reflect a high degree of satisfaction with Resumix referrals and WCPOC responsiveness. Manager ratings were as follows:

All Serviced

Executive Summary (Cont)

	Outstanding	Adequate		Poor
Quality of Candidates	62%	37%	1%	
Availability of Candidates		45%	48%	7%
Timeliness of Referral	74%	21%	5%	
Responsiveness of WCPOC	80%	19%	1%	

Even though the satisfaction ratings remain high (quality and availability of candidates and timeliness of referral ratings actually improved over last quarter's already high ratings), we are concerned about the low return rate, only 18% this quarter. To make it easier for managers, we have changed our procedure so that the feedback form is sent by e-mail to the selecting official after the selection has been made, rather than being sent with the referral list. It can then be completed quickly and returned by e-mail. But the return rate is still quite low. Selecting officials should be encouraged to provide this valuable feedback.

Finally, a highlight for the West Region this quarter was the third Commanders' Civilian Personnel Advisory Council (CCPAC) held on 13 February, and the follow-on CPOC/CPAC/MACOM partner meeting held the following day. The CCPAC was attended by 26 West Region Commanders or their representatives, the Deputy Assistant Secretary of the Army (Civilian Personnel Policy), seven MACOM Civilian Personnel representatives, a CPOCMA representative, 13 West Region CPAC Directors, and the West CPOC leadership team. West Region Commanders were updated on Modern System deployment and progress on previously identified goals and focus areas. Commander feedback and priority emphasis areas became the basis for the FY01/02 West Region Human Resources Operational Plan, which will be completed early next quarter.

COE, Portland

Executive Summary

Overall, activity increased during the second quarter. The CPOC received 961 personnel actions, up from 710 last quarter. Despite the increase, performance in the classification program remained strong with 95% of routine and 93% of non-routine actions processed in standard.

Recruitment activity increased with the CPOC receiving 159 recruit actions, up from 106 last quarter. Average processing fill time improved from an average of 70 days last quarter (from initiation to closure of action) to 63 days this quarter. The improvement in timeliness is largely attributed to management making more timely selections. During the first quarter, we reported an increase in management time to make selections from 18 to 27 days. This quarter, management time improved with an average of 21 days to make selections.   During the quarter, 87 referrals were issued and 130 job commitments were made.   At the close of the quarter, the oldest outstanding referral for COE Portland was a Mechanical Engineer, GS-11, which had been out for 106 days.

Emphasis on pay issues continues. The number of pay inquiries remained fairly constant with 18 problems reported this quarter compared to 17 last quarter. Half of the pay problems were linked to the untimely processing of pay adjustments.

A representative from the COE Portland presented "Lessons Learned" from the Modern System deployment in the Southwest Region to the West Region Commanders at the February CCPAC. The presentation focused on the value of planning and preparing for Modern deployment.

A strong partnership between the COE Portland CPAC and the CPOC continues. In March, two members of the WCPOC "Mod Squad" team provided Modern System training to the CPAC staff and some COE Portland end users.
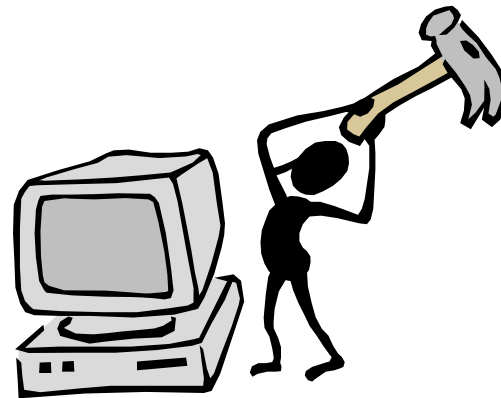
Sub-Section	Topic	Remarks
N/A	PERSACT Actions	Depicts total numbers of all personnel actions processed through CPACs and CPOC using PERSACT.

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Jan

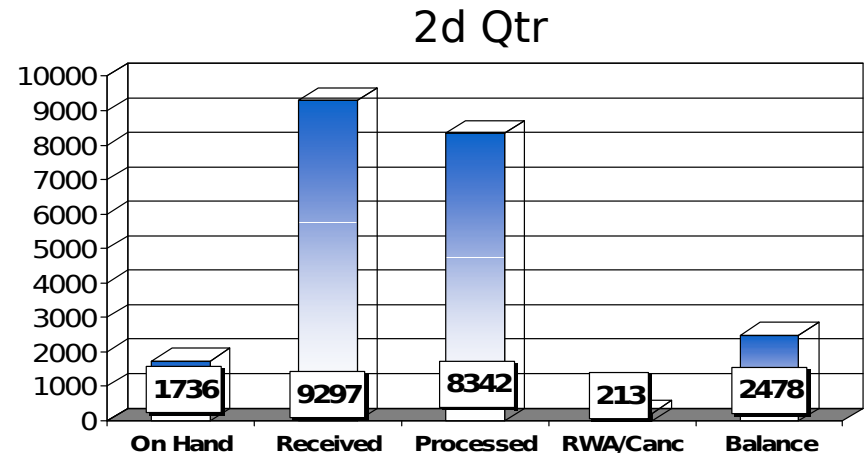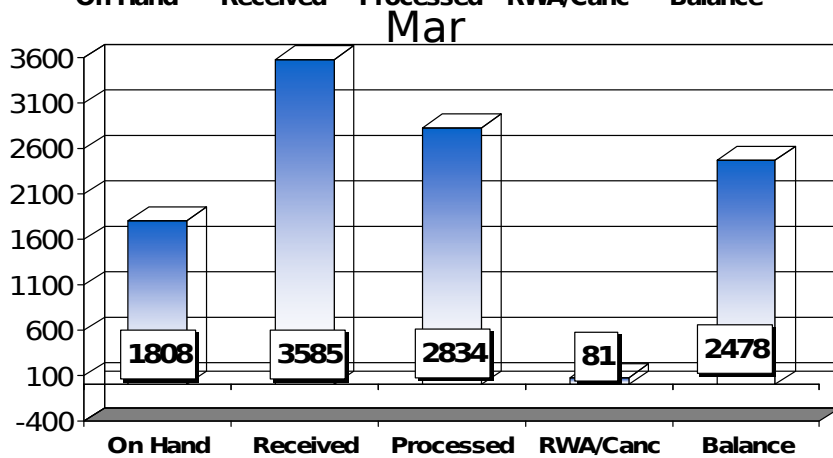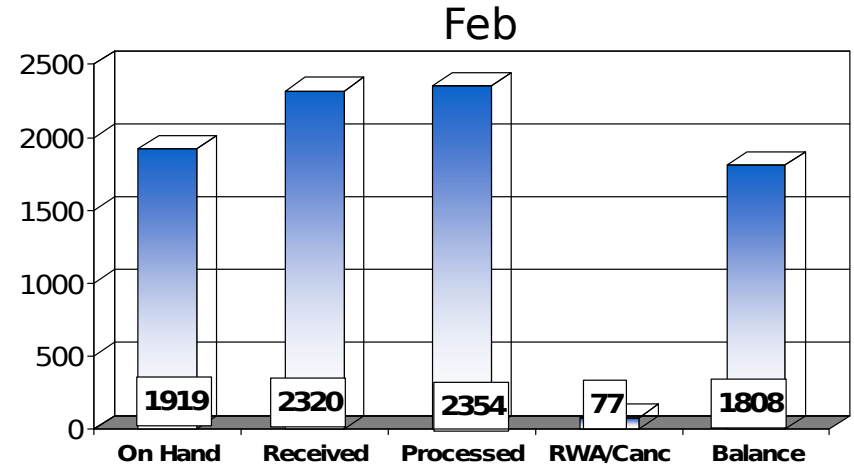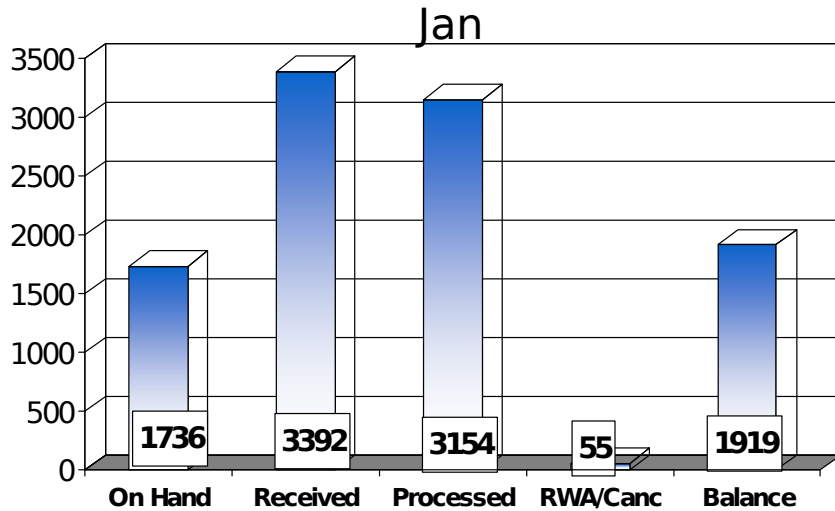|	On Hand	Received	Processed	RWA/Canc	Balance
	1736	3392	3154	55	1919

Feb

	On Hand	Received	Processed	RWA/Canc	Balance
	1919	2320	2354	77	1808

Mar

	On Hand	Received	Processed	RWA/Canc	Balance
	1808	3585	2834	81	2478

2d Qtr

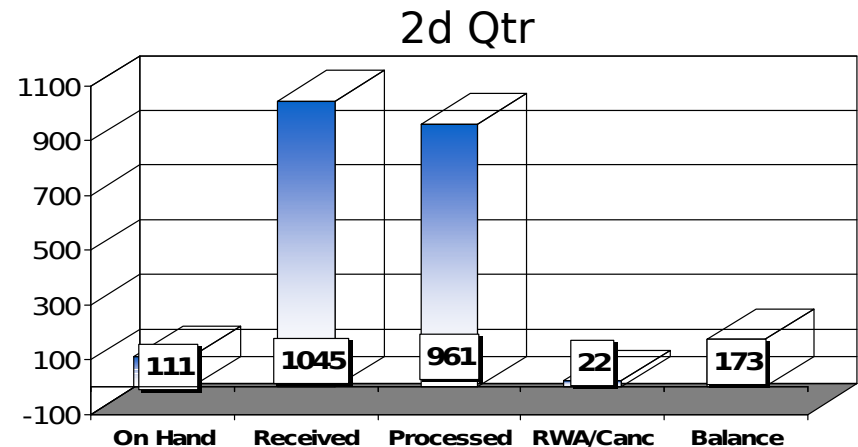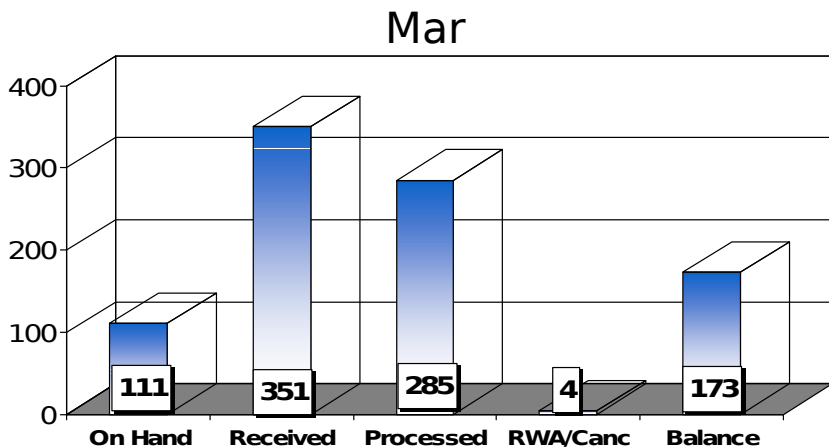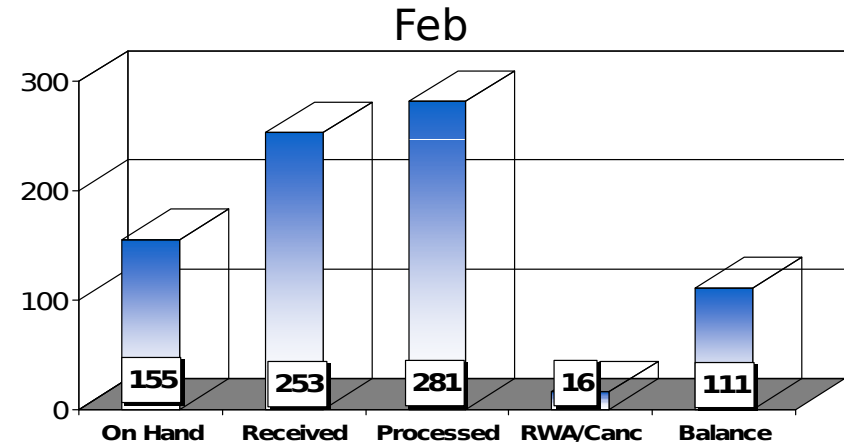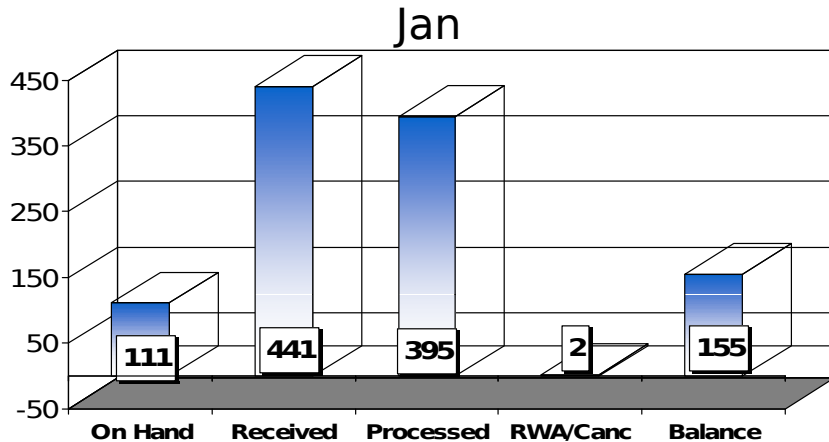|	On Hand	Received	Processed	RWA/Canc	Balance
	1736	9297	8342	213	2478

ANALYSIS: The balance on hand at the end of the quarter is higher than normal, primarily due to the large number of actions received in March in anticipation of Modern System deployment.

WEST Region

Jan

On Hand	Received	Processed	RWA/Canc	Balance
111	441	395	2	155

Feb

On Hand	Received	Processed	RWA/Canc	Balance
155	253	281	16	111

Mar

On Hand	Received	Processed	RWA/Canc	Balance
111	351	285	4	173

2d Qtr

On Hand	Received	Processed	RWA/Canc	Balance
111	1045	961	22	173

ANALYSIS: The number of actions processed is generally keeping pace with the number received, precluding a backlog.

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SECTION 2
Classifying Jobs
Proponent: WCPOC, Classification Division

Sub-Section	Topic	Remarks
A	Classification Actions Processed	Demonstrates volume and timeliness of personnel actions requiring handling by a position classifier. Routine actions are those which require only a cursory review. Non-routine actions require the classifier to do a job analysis or advisory.
B	FY01 Trends	Provides analysis of volume and timeliness of work for the FY to date.

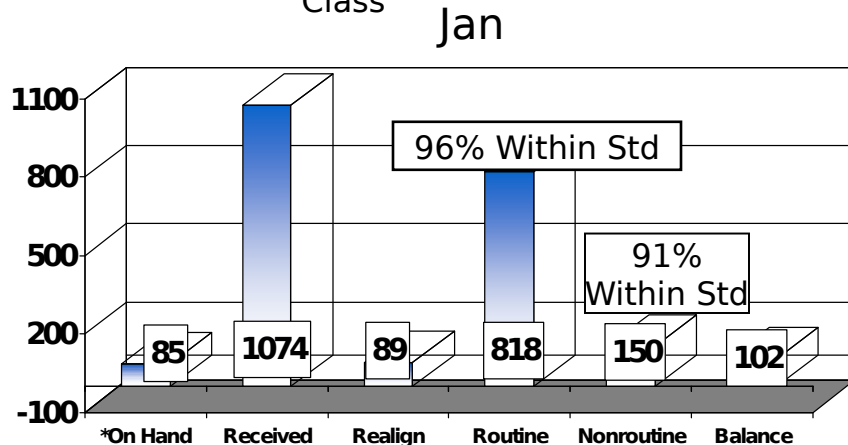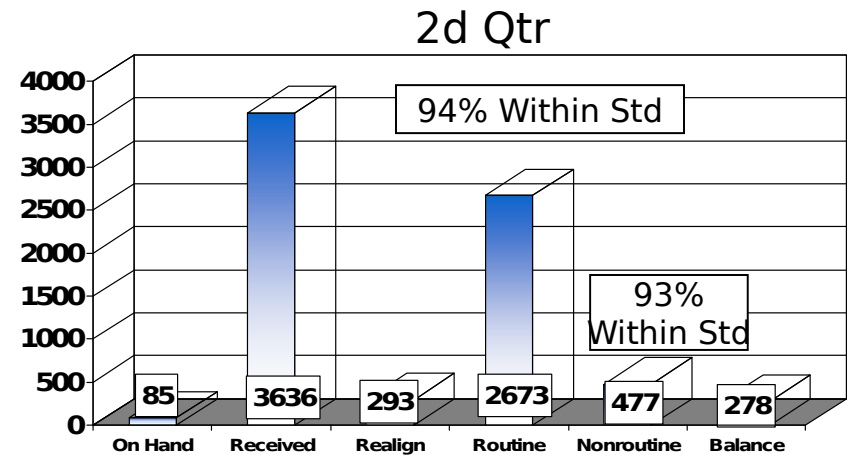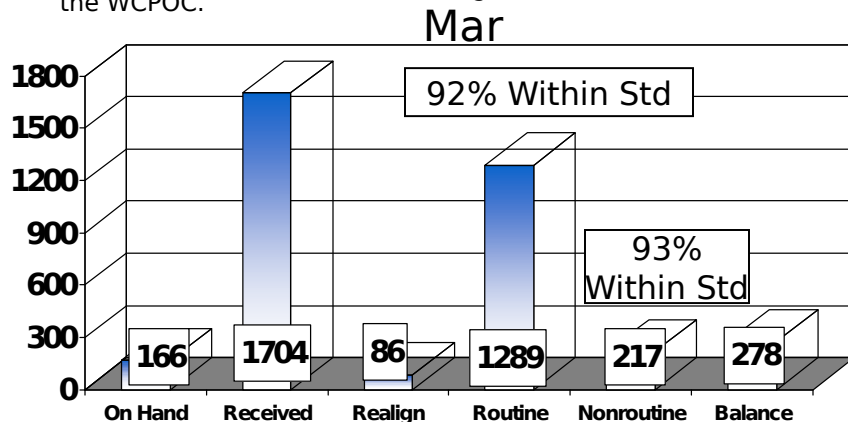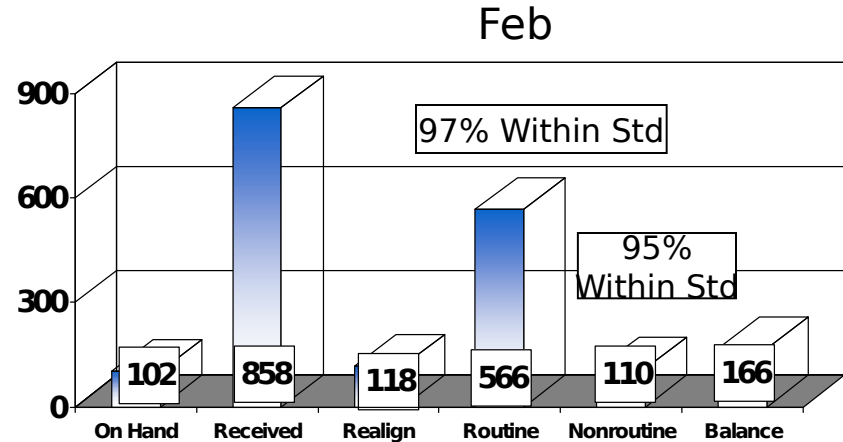| TOPIC:	Classification Actions Processed - All Serviced	2d QTR-FY01
PROPONENT STANDARD:	**WCPOC-Classification** Routine, 4 Days from Date Received by Class Non-Routine, 30 Days from Date Received by Class	**ASSESSMENT:** Routine: Green Non-Routine: Gre...

Jan

96% Within Std

91% Within Std

*On Hand	Received	Realign	Routine	Nonroutine	Balance
85	1074	89	818	150	102

* The on-hand number has been adjusted from the ending balance of 1st Qtr
due to actions returned to management that were never returned to the WCPOC.

Feb

97% Within Std

95% Within Std

On Hand	Received	Realign	Routine	Nonroutine	Balance
102	858	118	566	110	166

Mar

92% Within Std

93% Within Std

On Hand	Received	Realign	Routine	Nonroutine	Balance
166	1704	86	1289	217	278

2d Qtr

94% Within Std

93% Within Std

On Hand	Received	Realign	Routine	Nonroutine	Balance
85	3636	293	2673	477	278

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Analysis: Overall, the processing of classification actions is in the "green" with 94% of routine and 93% of non-routine actions processed in standard. Volume of actions processed increased by 19% over last quarter.
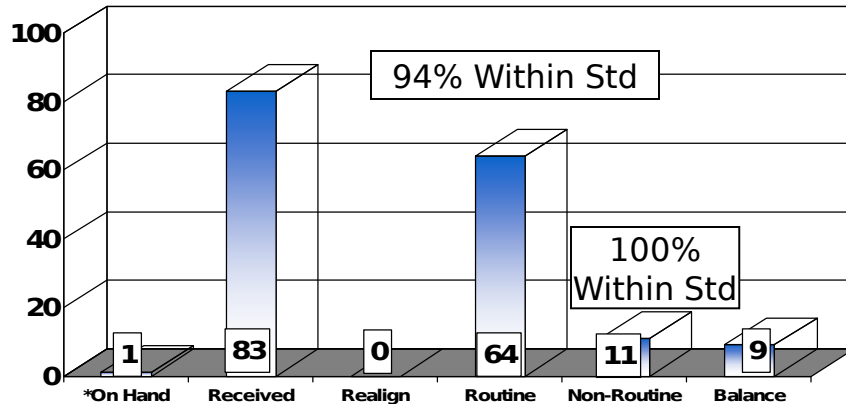
TOPIC:	Classification Actions Processed - COE, Portland	2d QTR-FY01

PROPONENT:	WCPOC-Classification	ASSESSMENT: Routine: Green
STANDARD:	Routine, 4 Days from Date Received by Class Non-Routine, 30 Days from Date Received by Class	Non-Routine: Gr...

Jan

94% Within Std

100% Within Std

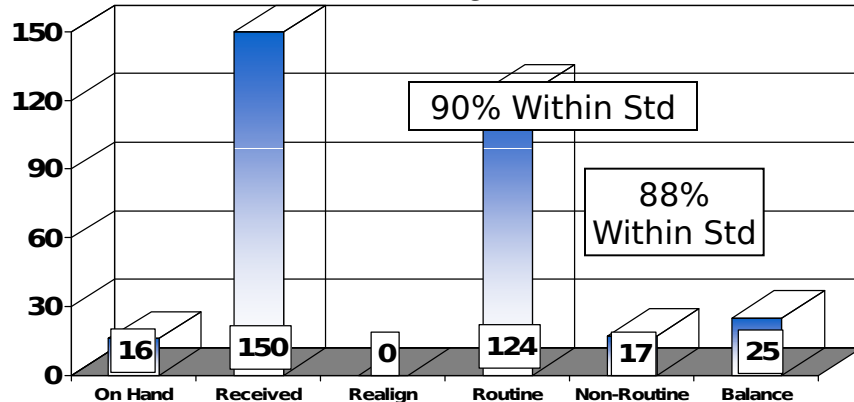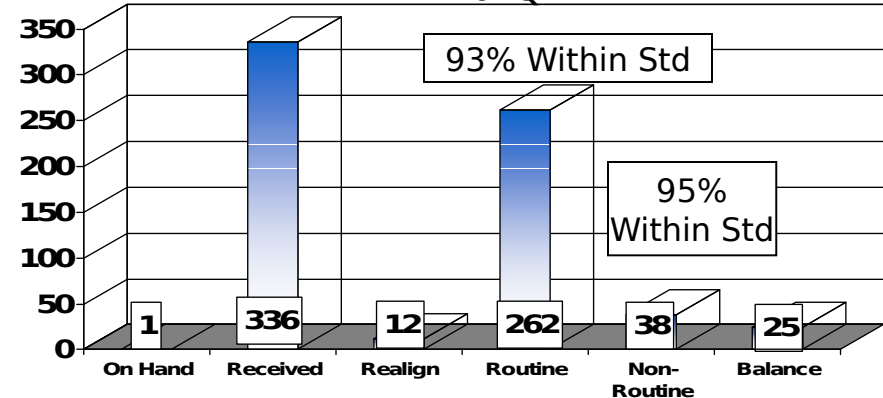| *On Hand	Received	Realign	Routine	Non-Routine	Balance
1	83	0	64	11	9

*The On Hand number has been adjusted from the ending balance of first Qtr due to actions returned to management that were never returned to the WCPOC.

Feb

96% Within Std

100% Within Std

On Hand	Received	Realign	Routine	Non-Routine	Balance
9	103	12	74	10	16

Mar

90% Within Std

88% Within Std

On Hand	Received	Realign	Routine	Non-Routine	Balance
16	150	0	124	17	25

2d Qtr

93% Within Std

95% Within Std

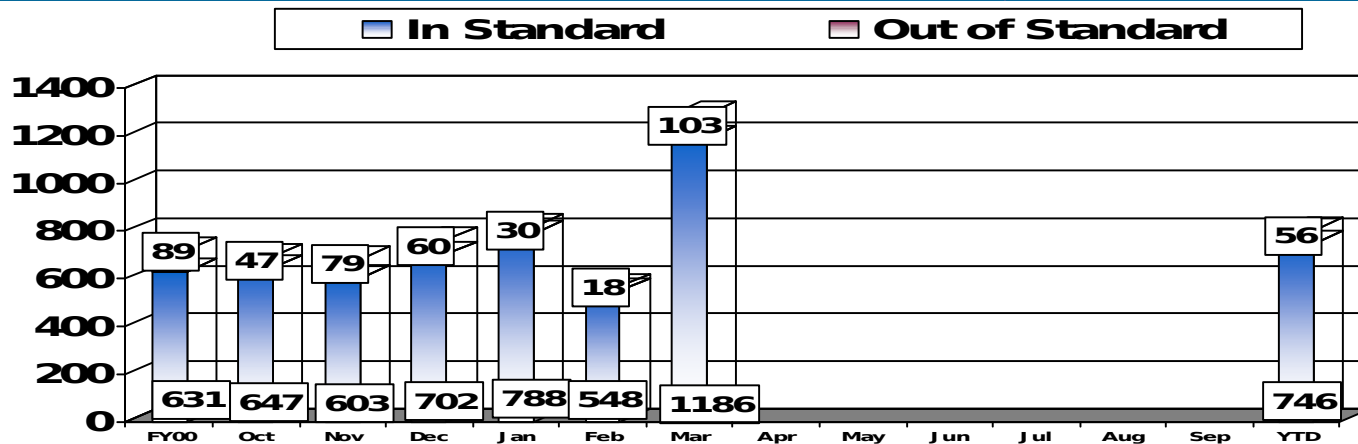| On Hand	Received	Realign	Routine	Non-Routine	Balance
1	336	12	262	38	25

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ANALYSIS: The COE, Portland-WCPOC partnership picked up where it left off with a high level of in-standard performance. Overall routine in-standard performance is down four percent from last quarter, going from 97% to 93%. Non-routine performance dropped to 95% from 100%, due primarily to the large influx of actions in March in anticipation of Modern System deployment.
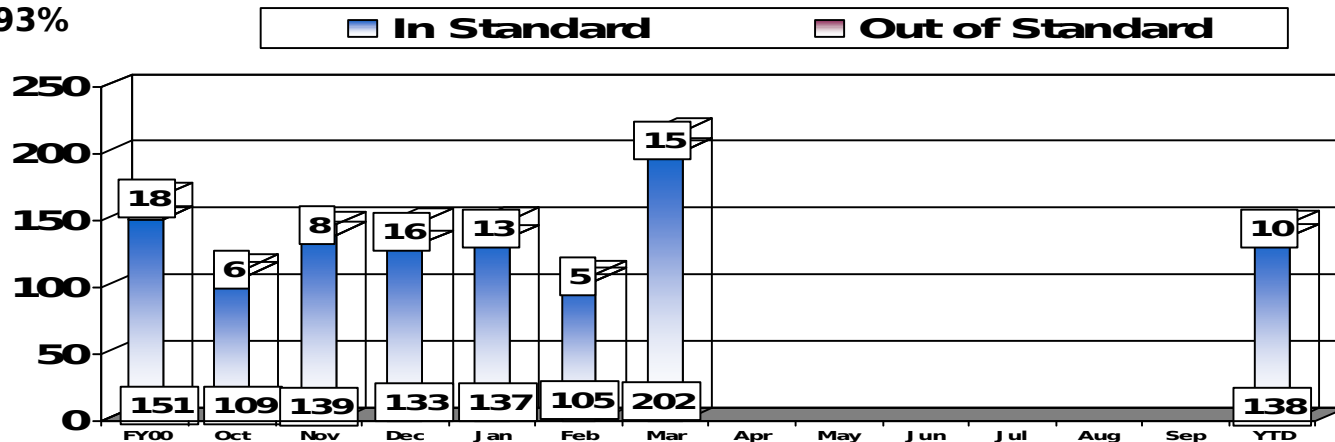
TOPIC:	Trends - Classification Actions Processed	FY01
PROPONENT:	WCPOC-Classification	

ROUTINE

Std: 4 Days from Date Received by Classifier

Chart (In Standard / Out of Standard):
- FY00: 631 (in), 89 (out)
- Oct: 647 (in), 47 (out)
- Nov: 603 (in), 79 (out)
- Dec: 702 (in), 60 (out)
- Jan: 788 (in), 30 (out)
- Feb: 548 (in), 18 (out)
- Mar: 1186 (in), 103 (out)
- YTD: 746 (in), 56 (out)

% In Std 88% 93% 88% 92% 96% 97% 92%
93%

NON-ROUTINE

Std: 30 Days from Date Received by Classifier

Chart (In Standard / Out of Standard):
- FY00: 151 (in), 18 (out)
- Oct: 109 (in), 6 (out)
- Nov: 139 (in), 8 (out)
- Dec: 133 (in), 16 (out)
- Jan: 137 (in), 13 (out)
- Feb: 105 (in), 5 (out)
- Mar: 202 (in), 15 (out)
- YTD: 138 (in), 10 (out)

% In Std 89% 95% 95% 89% 91% 95% 93%
93%

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ANALYSIS: Performance for both routine and non-routine action processing was in the "green" for the entire quarter, and well ahead of last year's performance of 88% and 89% respectively.
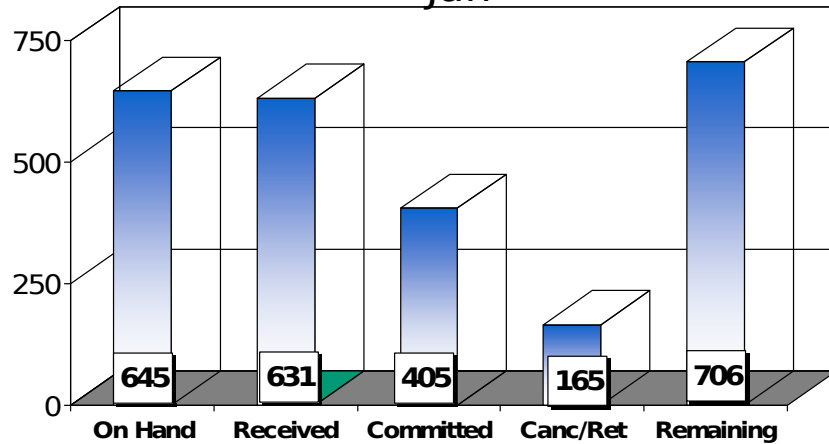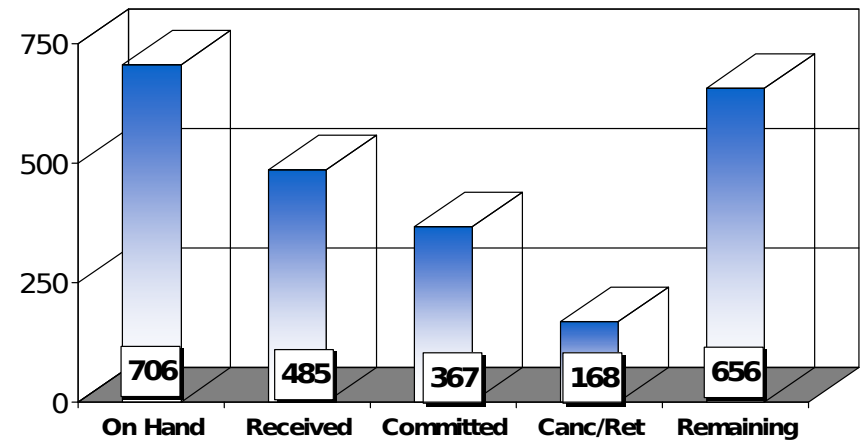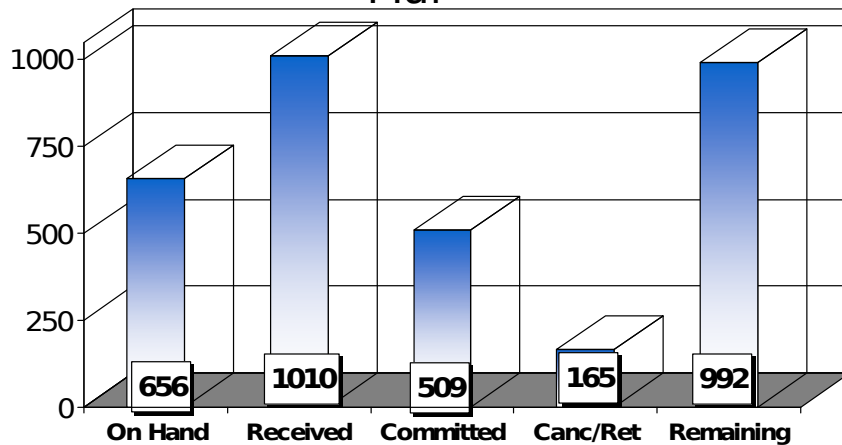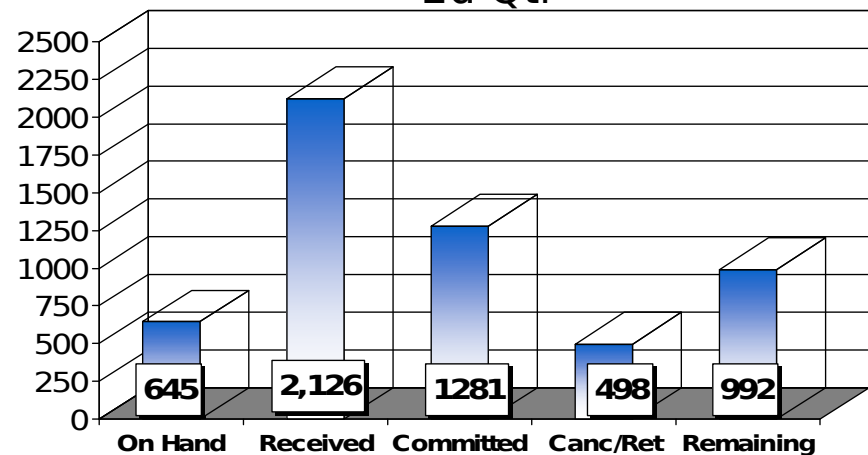
Std: Routine, 4 Days from Date Received by Classification
Non-Routine, 30 Days from Date Received by Classification

ANALYSIS: Average days to process remains well below the DA standard of four days for routine and 30 days for non-routine actions, and remains better than last year's performance.

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SECTION 3
Filling Jobs
Proponent: WCPOC, Staffing Services

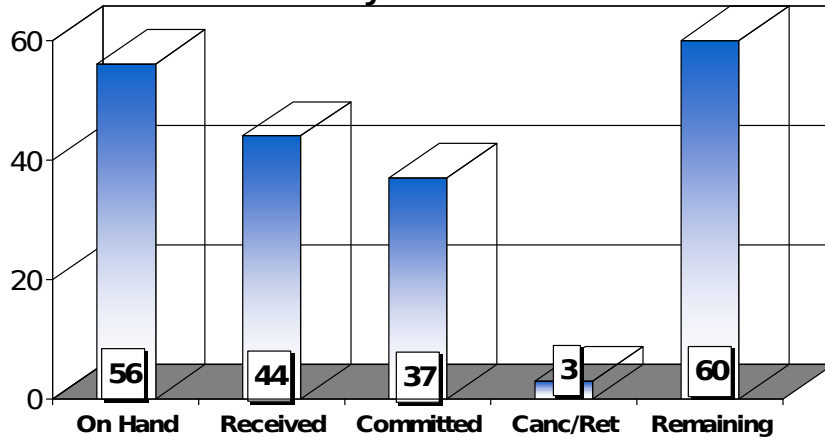| Sub-Section	Topic	Remarks
A	Recruitment Activity – Jobs Filled	Illustrates how many jobs are being filled and the status of actions on hand at the end of the quarter.
B	Referral Lists Issued	Shows volume and timeliness of referral lists issued – on the basis of days to issue the list from the time the action is received in Staffing. This includes both open and closed actions where referrals have been issued.
C	Resumes in Resumix Database	Depicts the number of resumes in the system from external and internal candidates.
D	Average Processing Time	Demonstrates the breakdown of time in the fill process-how actions flow through the various steps in the process. This presents data on actions closed (i.e., completed) during the quarter.
E	Management Feedback on Resumix	Illustrates management feedback on the Resumix process.
F	DEU Activity	Illustrates the number of completed DEU certificates issued and the outcome.
G	FY01 Trends	Provides analysis of volume and timeliness of work for the FY to date.

WEST Region

Jan

On Hand	Received	Committed	Canc/Ret	Remaining
645	631	405	165	706

Feb

On Hand	Received	Committed	Canc/Ret	Remaining
706	485	367	168	656

Mar

On Hand	Received	Committed	Canc/Ret	Remaining
656	1010	509	165	992

2d Qtr

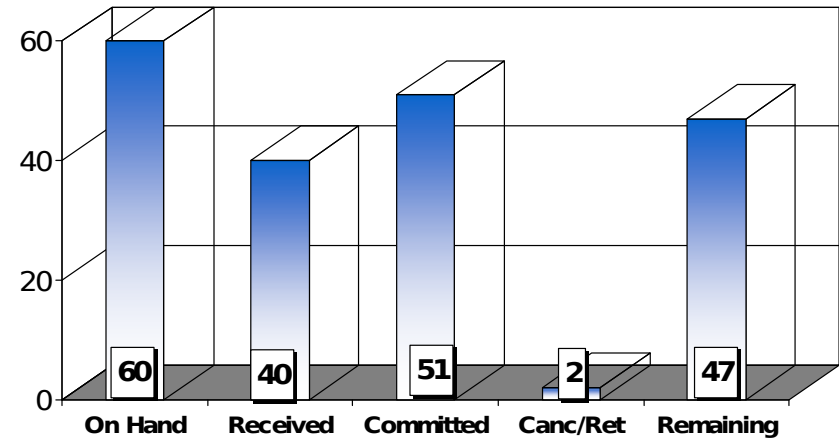| On Hand	Received	Committed	Canc/Ret	Remaining
645	2,126	1281	498	992

ANALYSIS: During the quarter, 1,281 positions were committed; 826 through competitive procedures, 27 through PPP and 428 through other non-competitive sources. Of the 992 actions remaining at the end of the quarter, 564 have referrals issued, 23 have PPP issues working and 405 are pending referral.

WEST Region

Jan

On Hand	Received	Committed	Canc/Ret	Remaining
56	44	37	3	60

Feb

On Hand	Received	Committed	Canc/Ret	Remaining
60	40	51	2	47

Mar

On Hand	Received	Committed	Canc/Ret	Remaining
47	75	42	4	76

2d Qtr

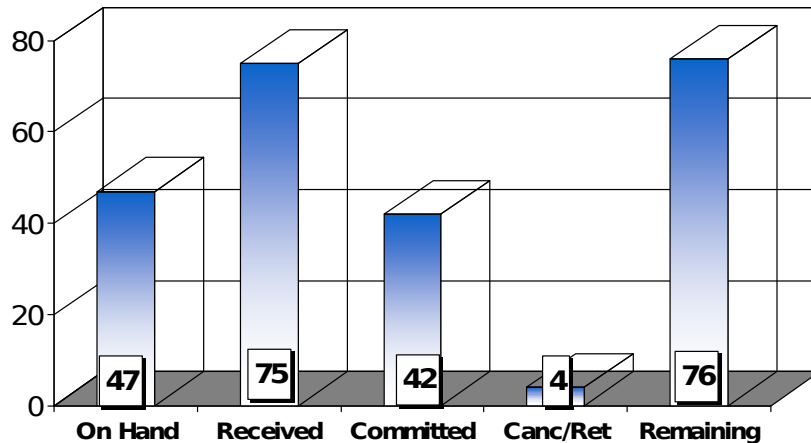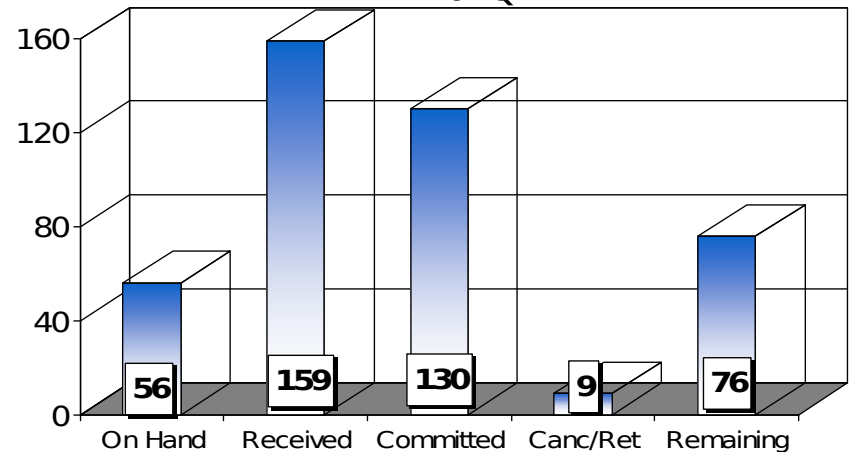| On Hand	Received	Committed	Canc/Ret	Remaining
56	159	130	9	76

WEST Region

ANALYSIS: During the quarter, 130 positions were committed; 76 through competitive procedures and 54 through non-competitive procedures. Of the 76 remaining actions, 39 have referrals issued and 37 are pending referral.
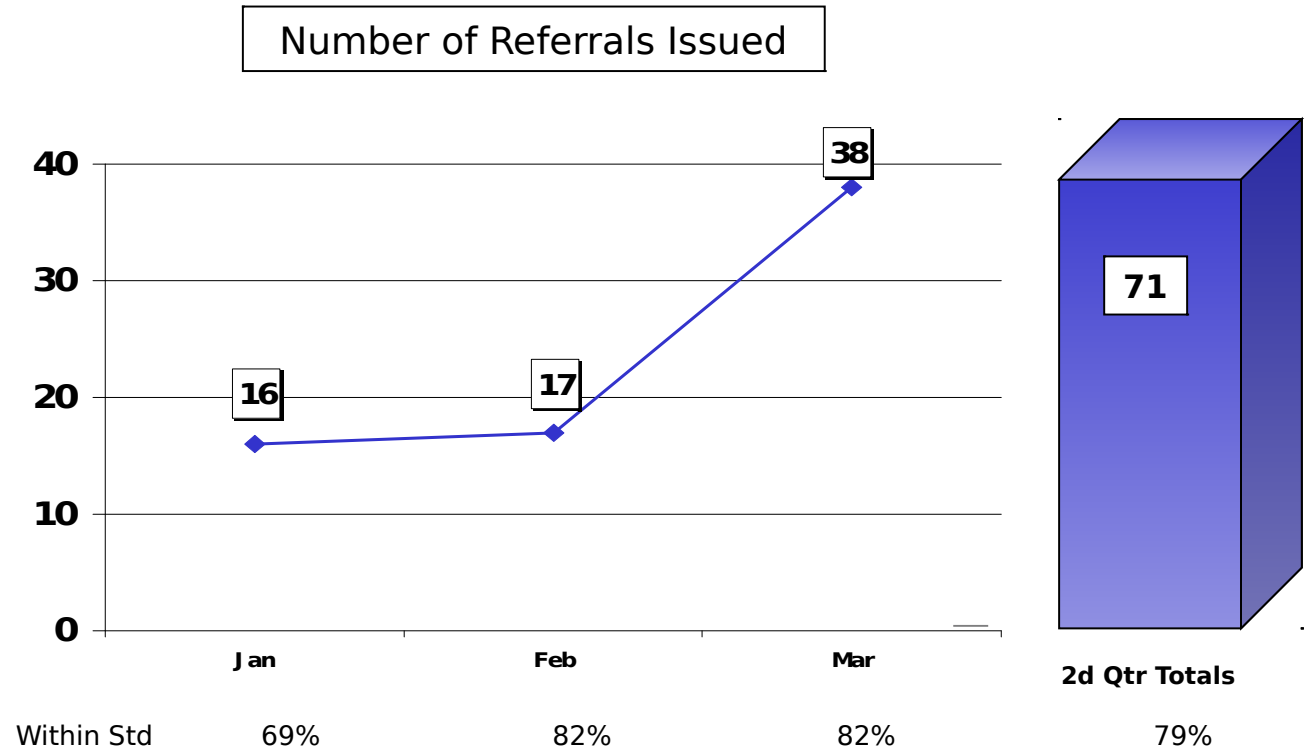
PROPONENT: **WCPOC - Staffing**

STANDARD: Resumix: 5 Calendar Days from Date Received in Staffing
DEU: 36 Calendar Days from Date Received in Staffing

ASSESSMENT: Red

Number of Referrals Issued

Within Std	54%	5 8%	72%	64%
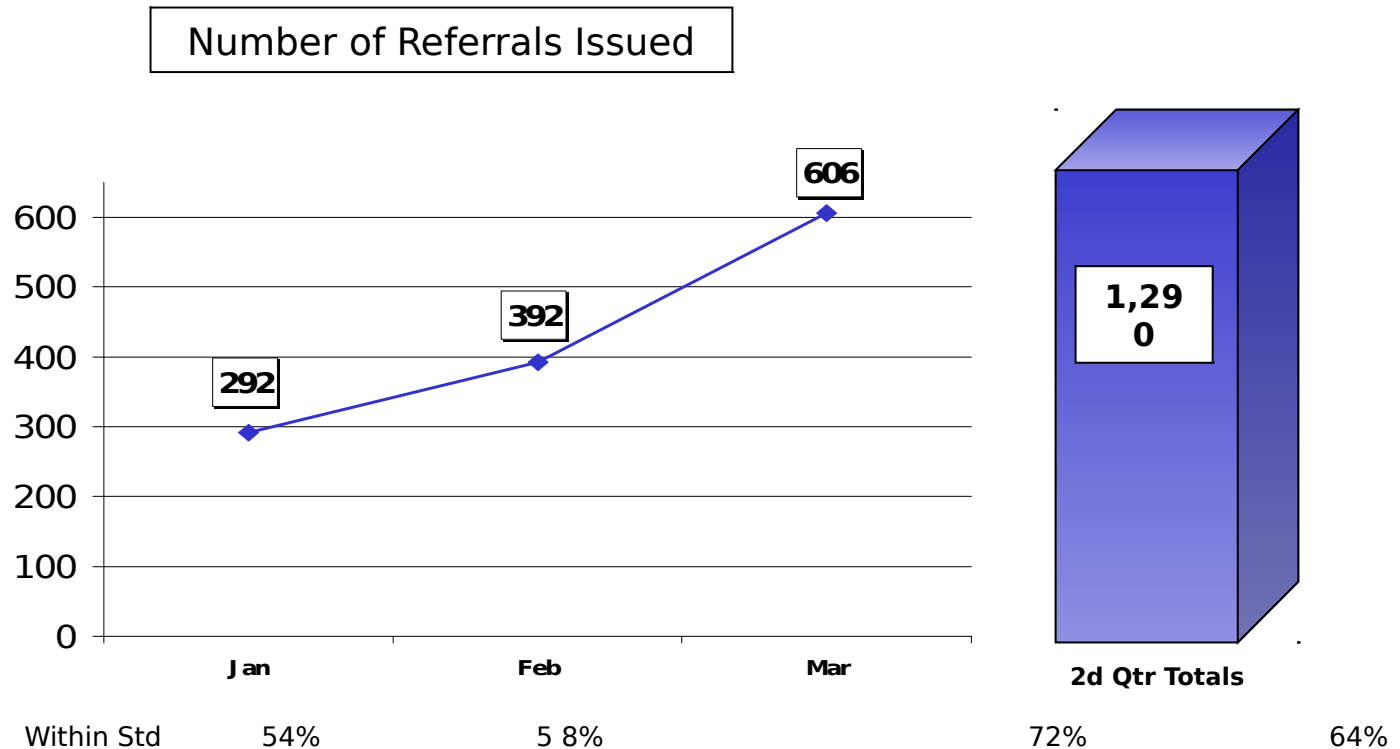
ANALYSIS: The number of referrals issued increased from 1,217 last quarter to 1,290 this quarter. Referral timeliness decreased from 77% to 64%. The significant dip in referral timeliness this quarter is attributed to the deployment of Resumix 5.3G in January, and the learning curve and backlog of actions, and the preparation for deployment of the Modern System in April, i.e., staff training and visits to CPACs for their training. Of the 1,290 referrals issued, 427 were issued by the 3rd day, 353 on the 4th and 5th days, 141 between the 6th and 10th day, and 369 after the 10th day.

WEST Region

TOPIC:	Referral Lists Issued - COE, Portland	2d QTR-FY01

PROPONENT: WCPOC - Staffing

ASSESSMENT: Amber

STANDARD: Resumix: 5 Calendar Days from Date Received in Staffing
DEU: 36 Calendar Days from Date Received in Staffing

Number of Referrals Issued

|	Jan	Feb	Mar	2d Qtr Totals
Within Std	69%	82%	82%	79%

ANALYSIS: Referral timeliness decreased from 86% last quarter to 79% this quarter, primarily due to the migration to Resumix 5.3G in January and the associated learning curve. Of the 71 referrals issued, 30 were issued by the 3rd day, 24 on the 4th or 5th day, nine between the 6th and 10th day, and eight after the 10th day.

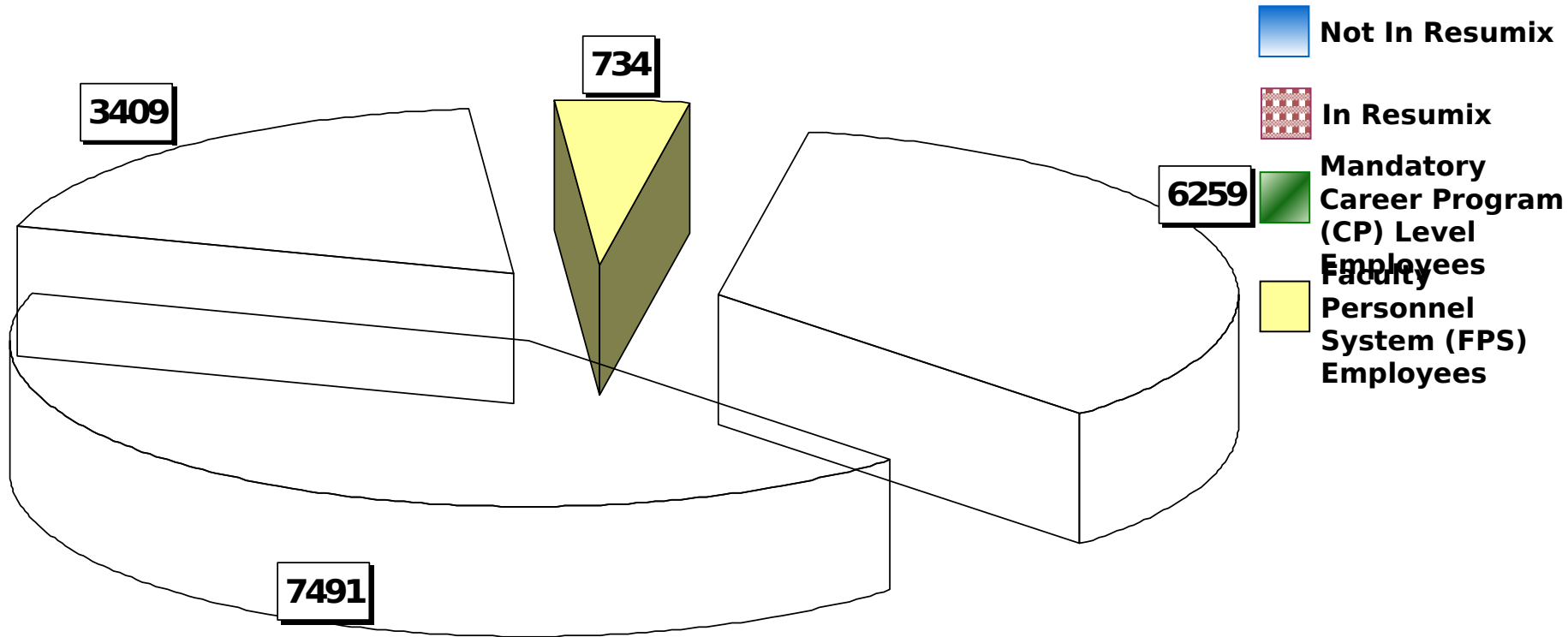*WEST Region*

External Applicants   Internal Applicants

6259

9281
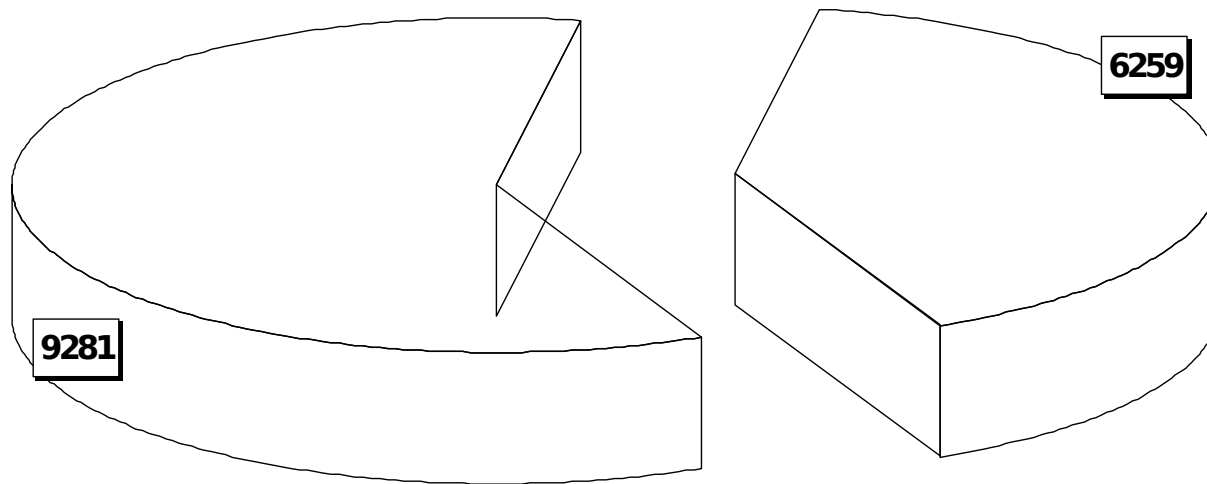
Total Applicants in Resumix : 15,540

ANALYSIS: The total number of resumes in the database increased 8% from last quarter's 14,364. The total number of external applicants increased by 905 (11%). The number of internal applicants increased by 271 (5%). The purging of external candidates with resumes over six months old, as well as purging of internal resumes of employees who have left the West Region, continues.

WEST Region

Internal Resumes in Resumix Database - All Serviced

2d QTR-FY01

PROPONENT: WCPOC - Staffing

Legend:
- Not In Resumix
- In Resumix
- Mandatory Career Program (CP) Level Employees
- Faculty Personnel System (FPS) Employees

Values shown: 734, 3409, 6259, 7491

Total Population: 17,893
in Resumix (excludes mandatory CP level and FPS employees): 6,259 (46%)

ANALYSIS: The portion of serviced employees which has submitted resumes to the Resumix database increased slightly from 44% last quarter to 46%. Continued emphasis on encouraging employees to apply should further populate the database.

WEST Region

TOPIC: Internal Resumes in Resumix Database - COE, Portland	2d QTR-FY01
PROPONENT: WCPOC - Staffing	

Legend:
- Not In Resumix
- In Resumix
- Mandatory Career Program (CP) Level Employees

722

212

450
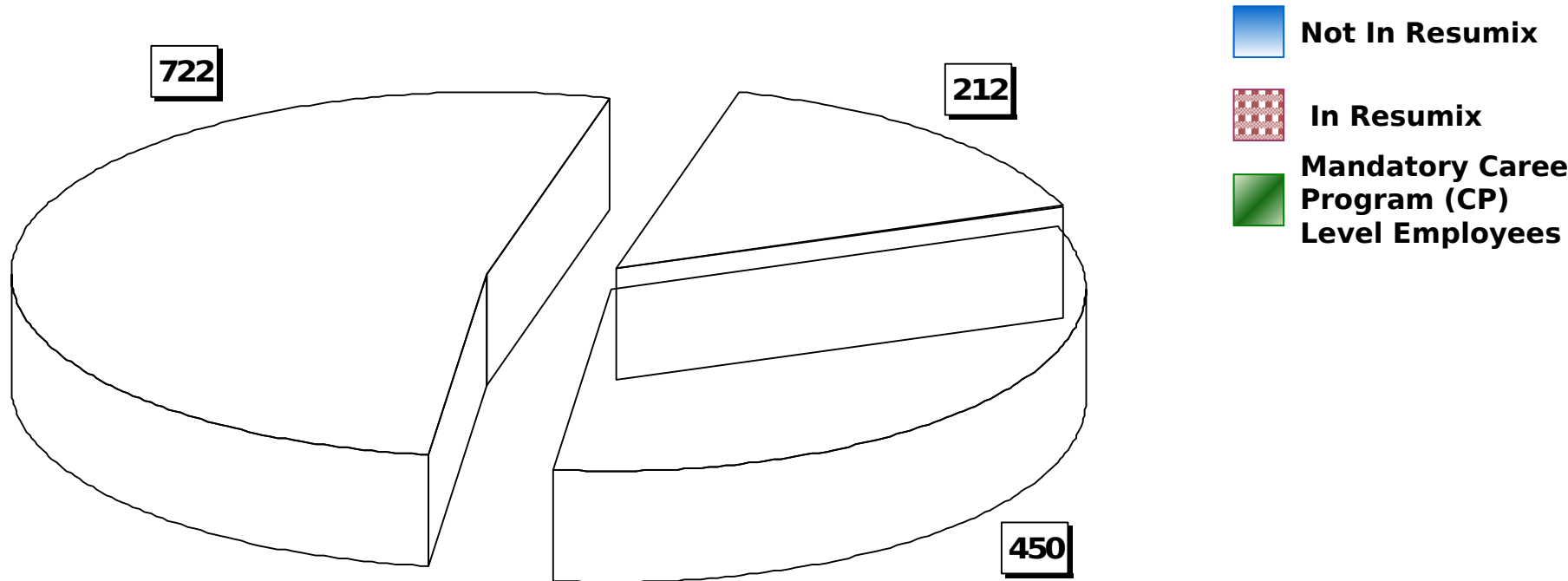
Total Population: 1,384
# in Resumix (excludes mandatory CP level): 450 (38%)

ANALYSIS: Thirty-eight percent of the serviced employees have submitted resumes to the Resumix database, an improvement over last quarter's 37%. The CPAC's continuing efforts to encourage employees to apply under Resumix should continue this trend.

WEST Region

83 Days	78 Days	84 Days	81 Days

Jan 324 **Feb** 383 **Mar** 416 **2d Qtr** 1123

Chart bar values:

- Jan: 12, 10, 5, 16, 21, 19
- Feb: 10, 10, 3, 15, 21, 19
- Mar: 14, 11, 5, 15, 20, 19
- 2d Qtr: 12, 10, 5, 15, 20, 19

# of Actions Processed

Legend:
- Avg. Days w/ Manager/RMO (Army standard: 3 days)
- Avg. Days w/ CPAC (Army standard: 3 days)
- Avg. Days w/ CPOC Classification (Army standard: 4/30 days*)
- Avg. Days w/ CPOC Staffing to clear PPP, make non-competitive placement, and/or issue referral (Army standard: 5/36 days*)
- Avg. Days w/ Manager for Selection (Army standard: 10
- Avg. Days w/ CPAC to make job offer and establish EOD and CPOC Staffing to process and close action.

*standard varies with type of action/referral

ANALYSIS: During this quarter, 1,123 recruitment actions were closed, an increase from last quarter's 1,077. The average time to process actions from initiation to closure increased to 81 days from 76 days last quarter. During this quarter, there was an increase in the time to make the job offer, establish EOD, and process the action, which went from an avg of 14 days last quarter to an avg of 19 days for the 2d quarter. Of the total number of recruitment actions closed during the quarter, 110 were selections made from DEU certificates. The DEU Team issued certificates for these positions in an average of 33 days. Additionally, of the 1,123 actions closed this quarter, 339, or 31%, were non-competitive actions that required no referral and therefore no management time for selection. All partners must continue to work to improve both the quality of the process and the timeliness of filling positions.
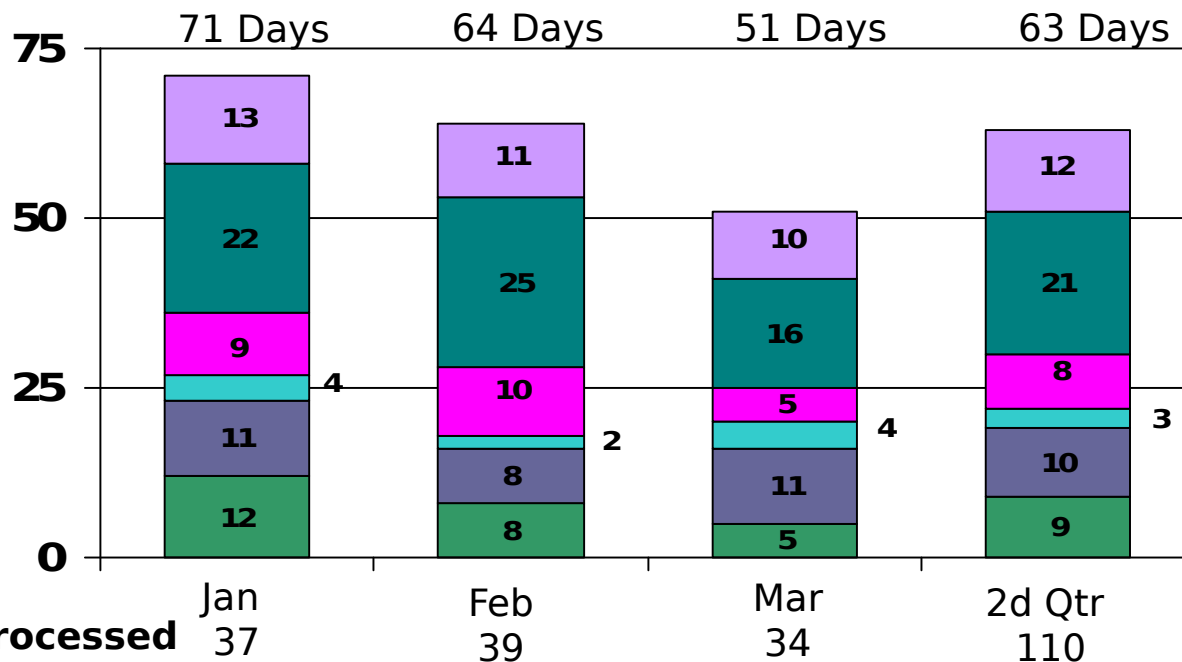
WEST Region

TOPIC:	Avg Processing Time - Recruitment Actions - COE, Portland (From Initiation to Closure)	2d QTR-FY01
PROPONENT:	West Region Partners	

71 Days   **64 Days**   **51 Days**   **63 Days**

Jan 37 — Feb 39 — Mar 34 — 2d Qtr 110
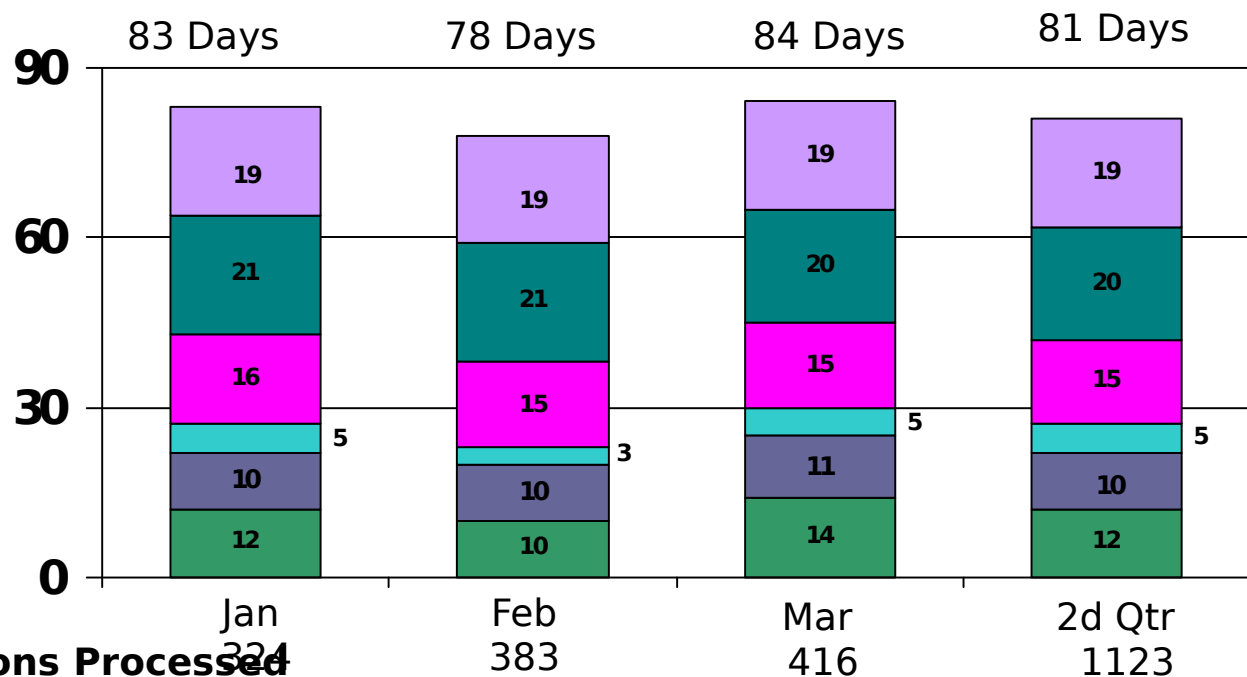
# of Actions Processed

- Avg. Days w/ Manager/RMO (Army standard: 3 days)
- Avg. Days w/ CPAC (Army standard: 3 days)
- Avg. Days w/ CPOC Classification (Army standard: 4/30 days*)

standard varies with type of action/referral

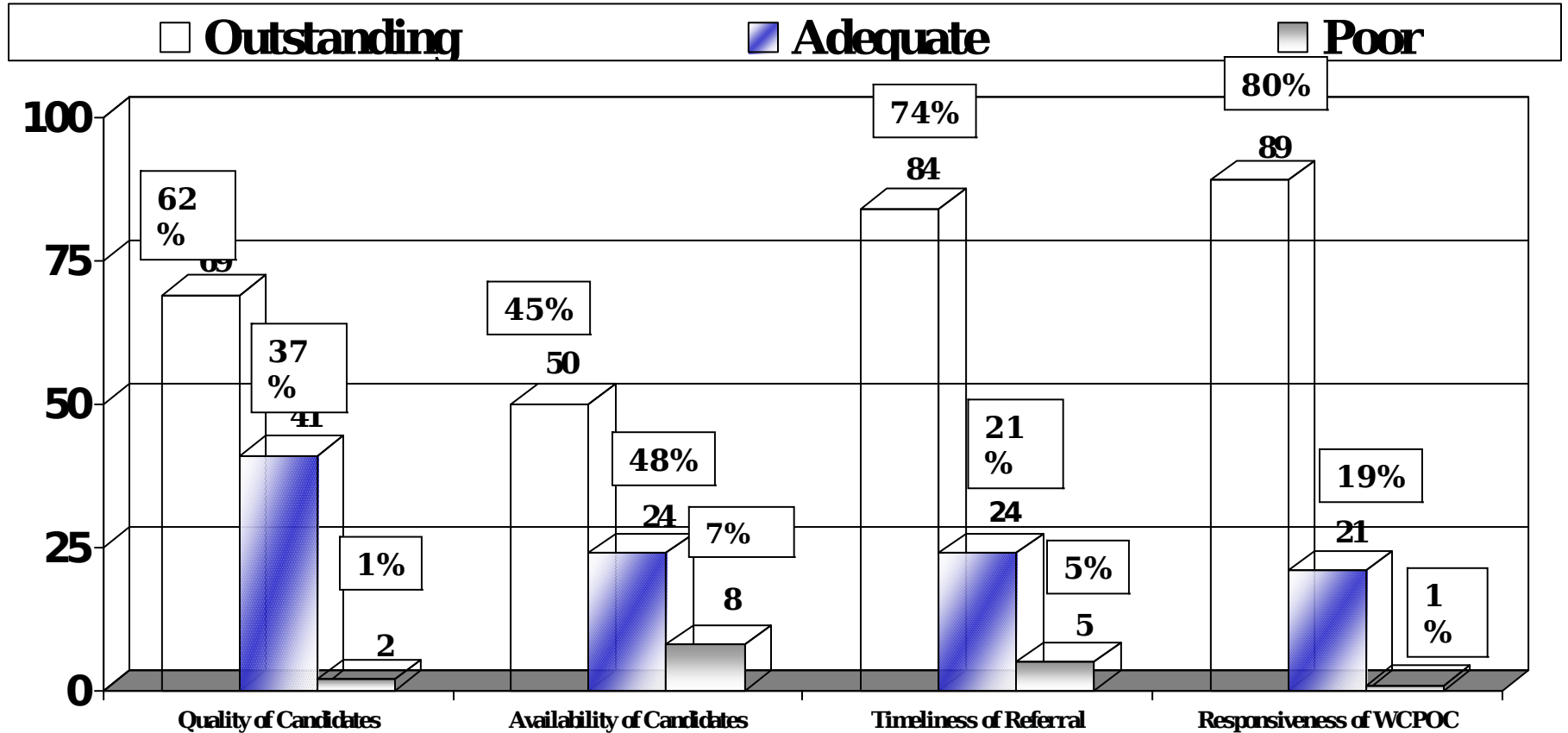- Avg. Days w/ CPOC Staffing to clear PPP, make non-competitive placement, and/or issue referral (Army standard: 5/36 days*)
- Avg. Days w/ Manager for Selection (Army standard: 10 days)
- Avg. Days w/ CPAC to make job offer and establish EOD and CPOC Staffing to process and close action.

ANALYSIS: A total of 110 actions were closed this quarter. The average number of days decreased from 70 days last quarter to 63 days this quarter. Of the 110 actions closed, 55, or 50%, were non-competitive actions requiring no management time for selection. Of the total number of recruitment actions closed during the quarter, ten were selections made from DEU certificates. The DEU Team issued certificates for these positions in an average of 30 days.

WEST Region

TOPIC:	Management Feedback on Resumix Referrals -	2d QTR - FY01
PROPONENT:	WCPOC - Staffing All Serviced	

☐ **Outstanding**   ☐ **Adequate**   ☐ **Poor**

Quality of Candidates: 62%, 69, 37%, 41, 1%, 2

Availability of Candidates: 45%, 50, 48%, 24, 7%, 8

Timeliness of Referral: 74%, 84, 21%, 24, 5%, 5

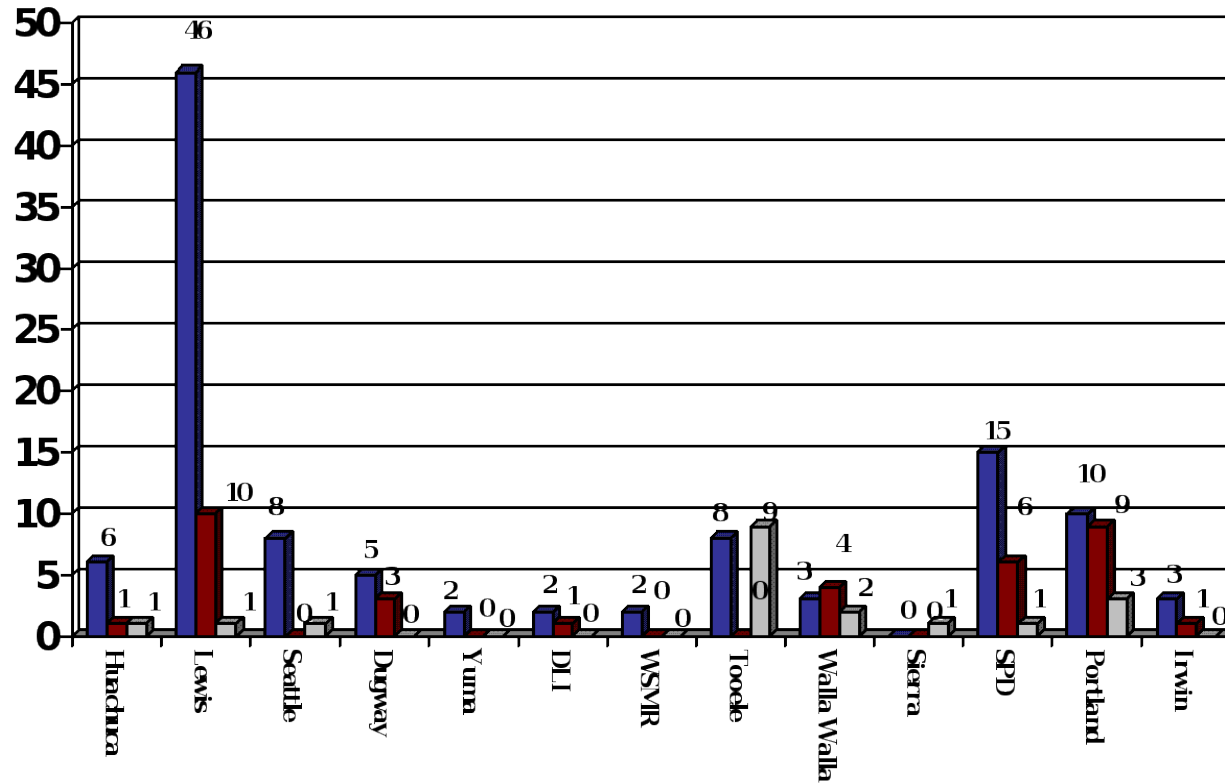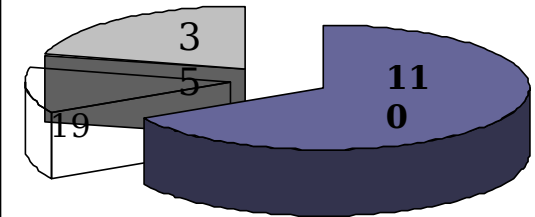**Responsiveness of WCPOC:** 80%, 89, 19%, 21, 1%, 1

 # Feedback Forms:
Forwarded to Management = 615   Returned to CPOC = 113 (18%)

WEST Region

ANALYSIS: A management Feedback Form is sent to selecting officials each time a commitment is made from a Resumix referral. The feedback we receive continues to reflect a high rate of satisfaction, 93% to 99%, in each category; however, the number of feedback forms returned continues to be low. We modified our processes by sending the form to the selecting official at the time of commitment via e-mail, rather than sending the form initially with the referral, but this has not resulted in an increased return rate. The return rate has dropped again from 23% last quarter to 18% this quarter. In order to assure that all views are heard and addressed, managers are encouraged to complete and return the feedback forms expeditiously.

Completed DEU Certificates Issued: 164

Chart legend: DEU Selections, Resumix/PPP Selections, Cancelled by Mgmt

Bar chart data (locations: Huachuca, Lewis, Seattle, Dugway, Yuma, DLI, WSMR, Tooele, Walla Walla, Sierra, SPD, Portland, Irwin):
- Huachuca: 6, 1, 1
- Lewis: 46, 10, 1
- Seattle: 8, 0, 1
- Dugway: 5, 3, 0
- Yuma: 2, 0, 0
- DLI: 2, 1, 0
- WSMR: 2, 0, 0
- Tooele: 8, 0, 9
- Walla Walla: 3, 4, 2
- Sierra: 0, 0, 1
- SPD: 15, 6, 1
- Portland: 10, 9, 3
- Irwin: 3, 1, 0

Pie chart values: 110, 5, 3, 19

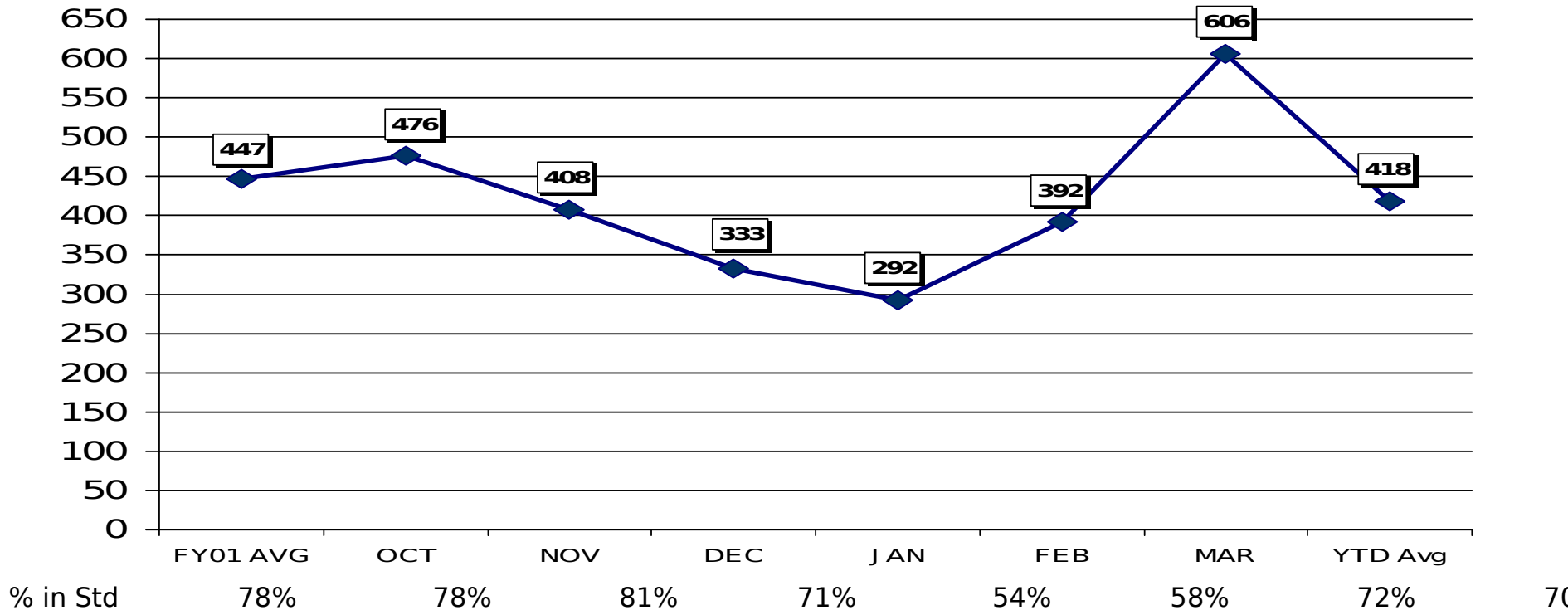Pie legend: DEU Selections, Canceled, Resumix/PPP Selections

ANALYSIS: Of the 164 DEU Certificates that were closed during the quarter, 110 resulted in a selection from the DEU certificate; 35 resulted in a selection from Resumix or PPP; and 19 were canceled by management. DEU Certificates resulted in selections 67% of the time during this quarter.

WEST Region

TOPIC:	Trends - Referral Lists Issued - All Serviced	FY01
PROPONENT:	WCPOC - Staffing	

	FY01 AVG	OCT	NOV	DEC	JAN	FEB	MAR	YTD Avg	
% in Std	78%	78%	81%	71%	54%	58%	72%	70

Data points: FY01 AVG = 447, OCT = 476, NOV = 408, DEC = 333, JAN = 292, FEB = 392, MAR = 606, YTD Avg = 418

ANALYSIS: The average number of referrals issued monthly in the 1st and 2d Qtrs, FY01 decreased slightly from the FY00 performance. The number of referrals issued in standard also decreased significantly, from 78% to 70%.

WEST Region

PROPONENT: West Region Partners   All Serviced

Army Avg Days

	FY00	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
Total	74	77	76	77	83	78	84							79
CPAC offer/EOD (gray)	15	15	15	14	19	19	19							17
Manager selection (cyan)	17	21	23	20	21	21	20							21
CPOC Staffing (maroon)	14	16	13	15	16	15	15							15
CPOC Classification (lt gray)	5	4	4	4	5	3	5							5
CPAC (dk blue)	11	8	10	11	10	10	11							10
Manager/RMO (lt blue)	12	13	11	13	12	10	14							12

# of Actions

FY00	Oct	Nov	Dec	Jan	Feb	Mar	Apr	YTD
5219	386	385	306	1077	324	383	416	2200

Legend:
- Avg Days w/ Manager/RMO (Army std: 3 days)
- Avg Days w/ CPAC (Army std: 3 days)
- Avg Days w/ CPOC Classification (Army std: 4/30 days*)
- Avg Days w/ CPOC Staffing to clear PPP, make non-competitive placement, and/or issue referral (Army std: 5/36 days*)
- Avg Days w/ Manager for selection (Army std: 10 days)
- Avg Days w/ CPAC to make job offer and establish EOD and CPOC to process and close action.

*std varies with type of action/referral

WEST Region

ANALYSIS: Volume in the 2d Quarter was a little higher than the number of recruit actions closed last quarter. Average processing time increased from 76 days last quarter to 81 days this quarter.

SECTION 4
Processing Personnel Actions
Proponent: WCPOC, Staffing Services

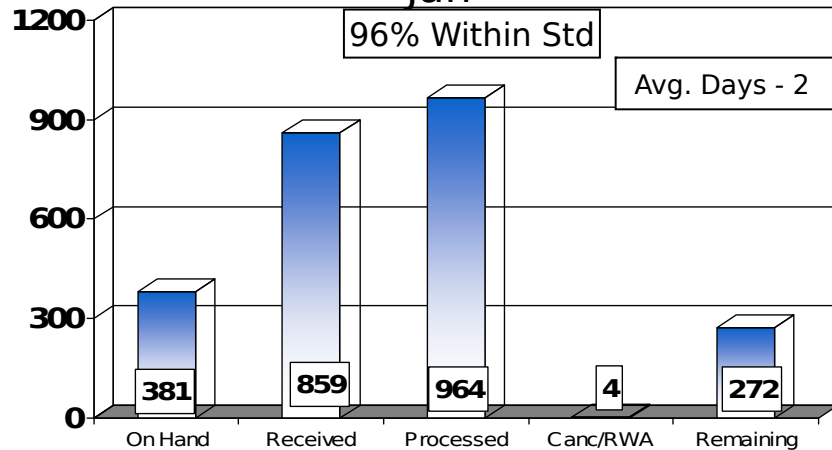| Sub-Section	Topic	Remarks
A	Non-Recruitment Actions Processed	Illustrates processing timeliness and volume of personnel actions processed through PERSACT – to include such actions as resignations, retirements, name changes, and other non-competitive actions.
B	Awards Processed	Presents a picture of the volume and value of awards processed.

PROPONENT: **WCPOC - Staffing**

ASSESSMENT: Green

STANDARD: 5 Calendar Days Avg. from Date Rec'd in Staffing

Jan

96% Within Std

Avg. Days - 2

On Hand	Received	Processed	Canc/RWA	Remaining
381	859	964	4	272

Feb

94% Within Std

Avg. Days - 4

On Hand	Received	Processed	Canc/RWA	Remaining
272	637	662	9	238

Mar

Avg. Days - 2

97% Within Std

On Hand	Received	Processed	Canc/RWA	Remaining
238	956	841	4	349

2d Qtr

Avg. Days - 3

96% Within Std

On Hand	Received	Processed	Canc/RWA	Remaining
381	2452	2467	17	349

WEST Region
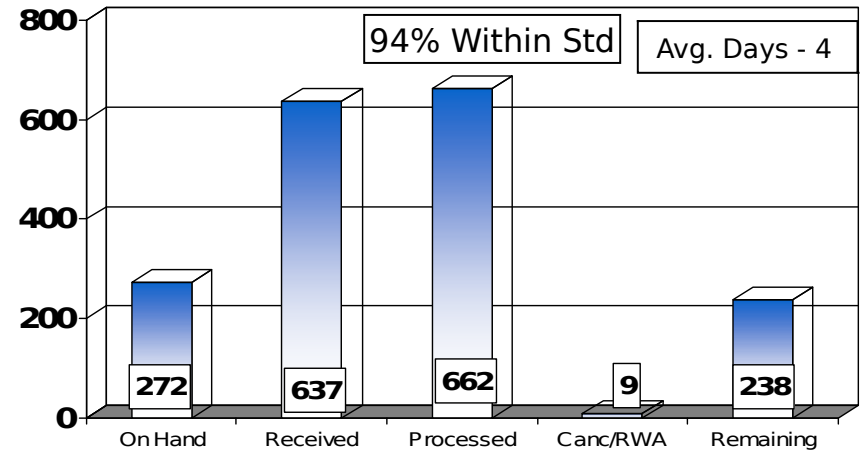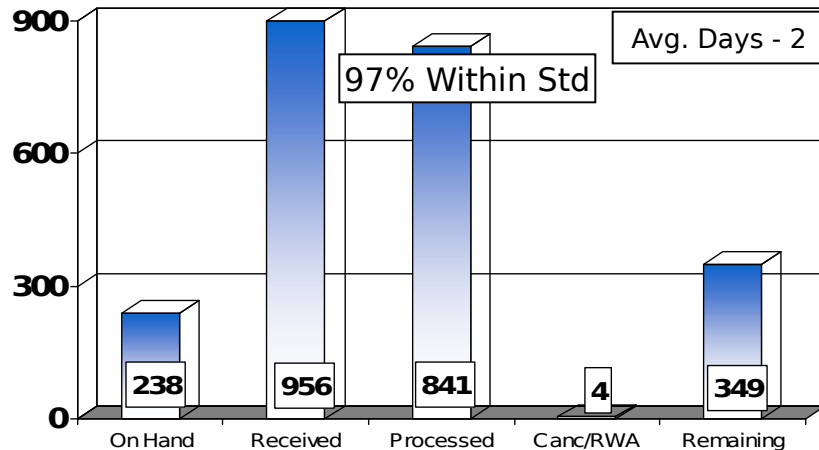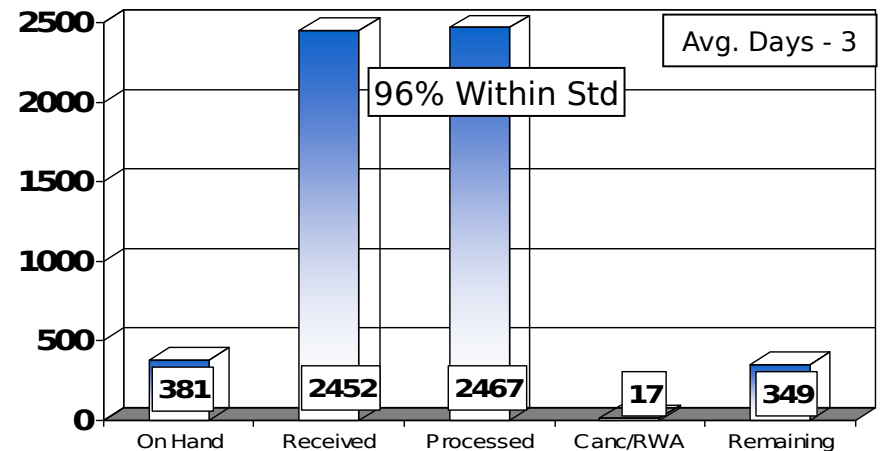
ANALYSIS: Non-recruitment actions processed within five days of receipt in Staffing has increased from 95% last quarter to 96% this quarter. The overall average time to process actions remains the same at three days.

PROPONENT: **WCPOC - Staffing**

STANDARD: 5 Calendar Days Avg. from Date Rec'd in Staffing

ASSESSMENT: **Green**

Jan

Avg. Days - 3

94% Within Std

On Hand	Received	Processed	Canc/RWA	Remaining
24	110	104	0	30

Feb

Avg. Days - 4

97% Within Std

On Hand	Received	Processed	Canc/RWA	Remaining
30	87	98	0	19

Mar

Avg. Days - 3

93% Within Std

On Hand	Received	Processed	Canc/RWA	Remaining
19	92	61	2	48

2d Qtr

Avg. Days - 3

95% Within Std

On Hand	Received	Processed	Canc/RWA	Remaining
24	289	263	2	48

WEST Region

ANALYSIS: Ninety-five percent of all actions were processed within five days of receipt in Staffing. This is a slight decrease from last quarter's 96% within standard. The overall average time to process these actions was three days. This trend is expected to continue.

Jan

Monetary	Time Off	QSI	Honorary
2,312	364	58	53

$2,758,404 — 5,510 Hrs

Feb

Monetary	Time Off	QSI	Honorary
1,098	112	119	14

$733,466 — 2,757 Hrs

Mar

Monetary	Time Off	QSI	Honorary
1,483	228	87	20

$1,015,394 — 5,603 Hrs

2d Qtr

Monetary	Time Off	QSI	Honorary
4,893	704	264	87

$4,507,264 — 13,870 Hrs

WEST Region

TOPIC:	Awards Processed - COE, Portland	2d QTR-FY01
PROPONENT:	WCPOC - Staffing	

Jan
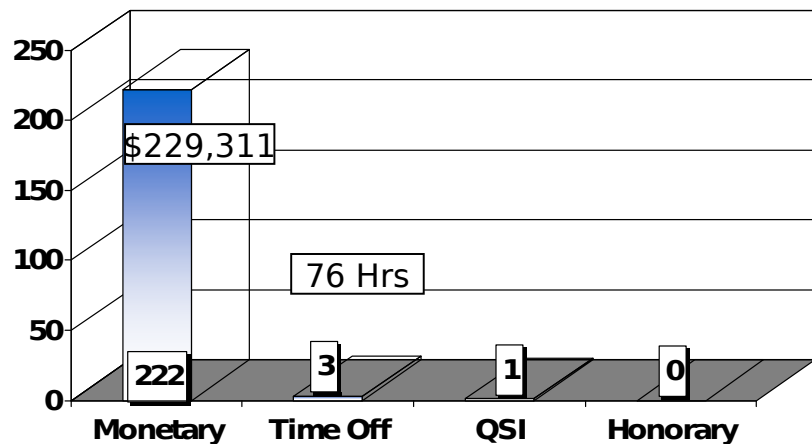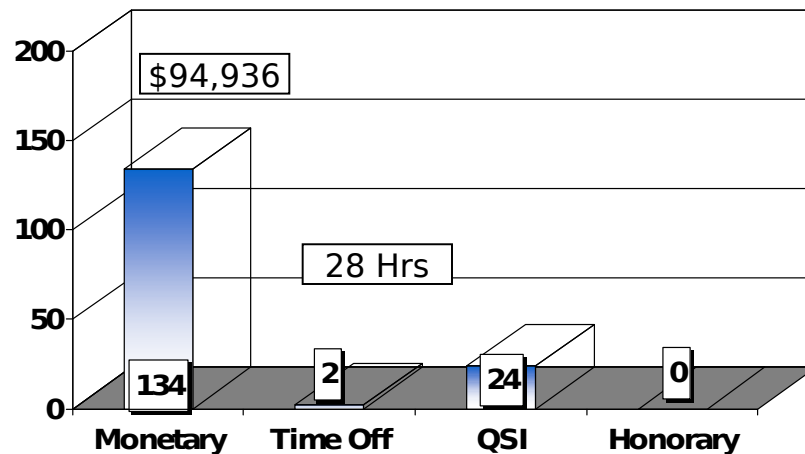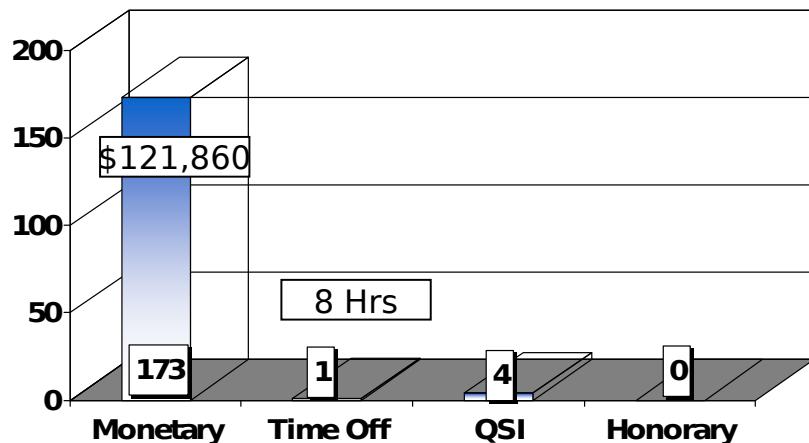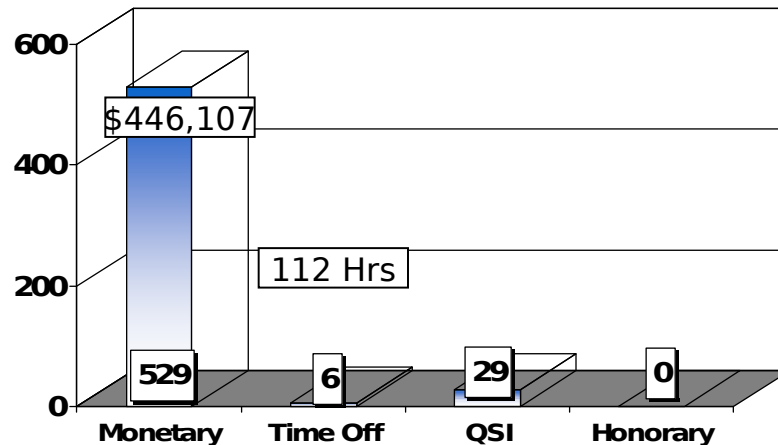
$229,311 — Monetary: 222
76 Hrs — Time Off: 3
QSI: 1
Honorary: 0

Feb

$94,936 — Monetary: 134
28 Hrs — Time Off: 2
QSI: 24
Honorary: 0

Mar

$121,860 — Monetary: 173
8 Hrs — Time Off: 1
QSI: 4
Honorary: 0

2d Qtr

$446,107 — Monetary: 529
112 Hrs — Time Off: 6
QSI: 29
Honorary: 0

WEST Region

Non-Recruitment Actions Processed - All Serviced   2d QTR-FY01

WCPOC - Staffing
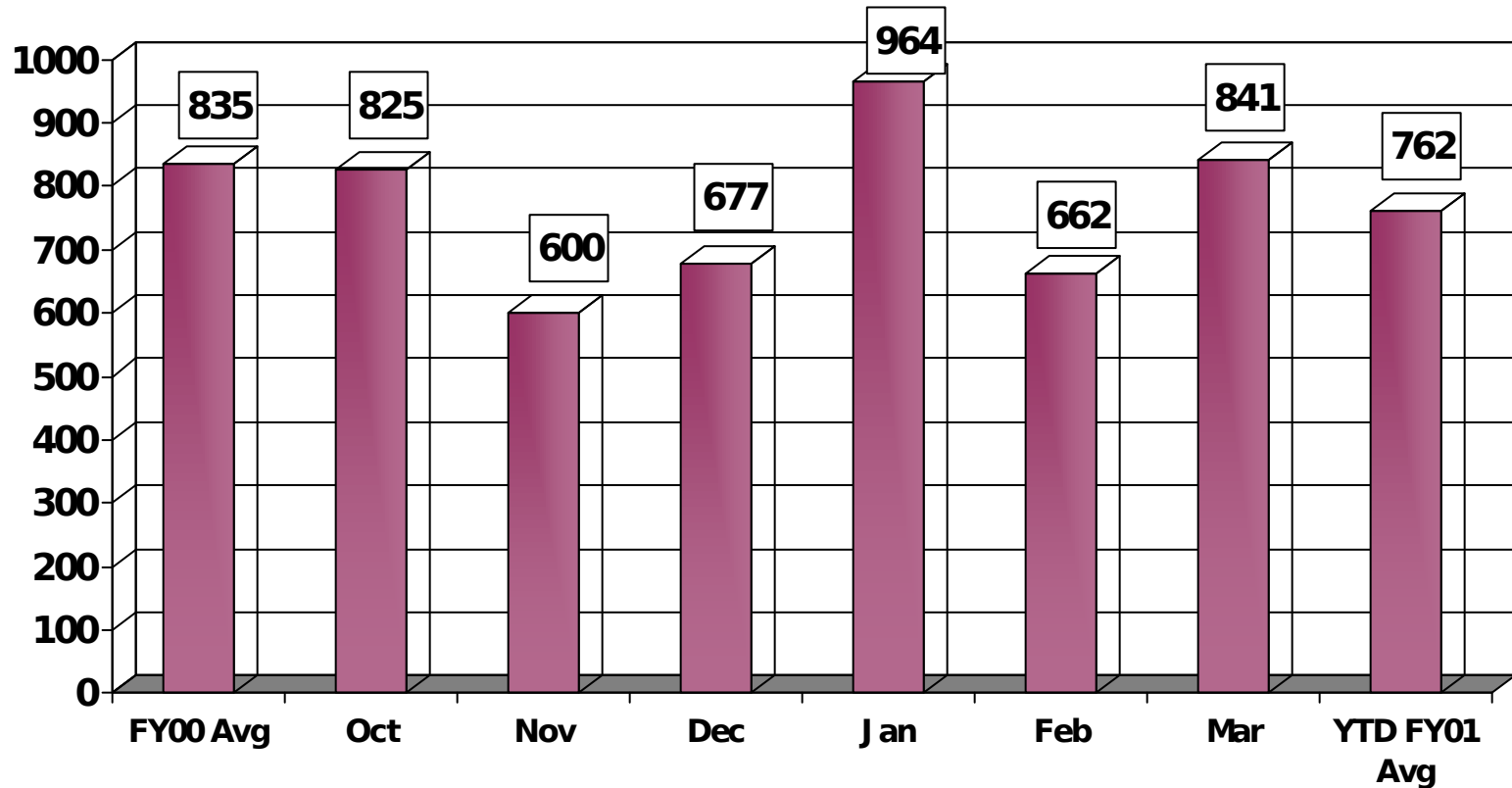
	FY00 Avg	Oct	Nov	Dec	Jan	Feb	Mar	YTD FY01 Avg	
Value	835	825	600	677	964	662	841	762	
% in Std	95%	96%	94%	97%	96%	83%	92%		91%

ANALYSIS: The number of non-recruitment actions processed this quarter is less than the monthly average for FY00. The percentage in standard this quarter is also lower than the average in standard for FY 00.

WEST Region

SECTION 5
Processing Pay Inquiries
Proponent: West CPOC

Sub-Section	Topic	Remarks
N/A	Pay Inquiries	Depicts those pay inquiries submitted to the Payroll Resolution Team (PRT) for resolution that actually affect an employee's basic pay.

WEST Region

TOPIC:	Pay Inquiries Submitted to the Payroll Resolution Team (PRT) - All Serviced	2d QTR-FY01
PROPONENT:	WCPOC	

Legend: ☐ On Hand ☐ Received ☐ Completed ☐ Balance

Chart data:

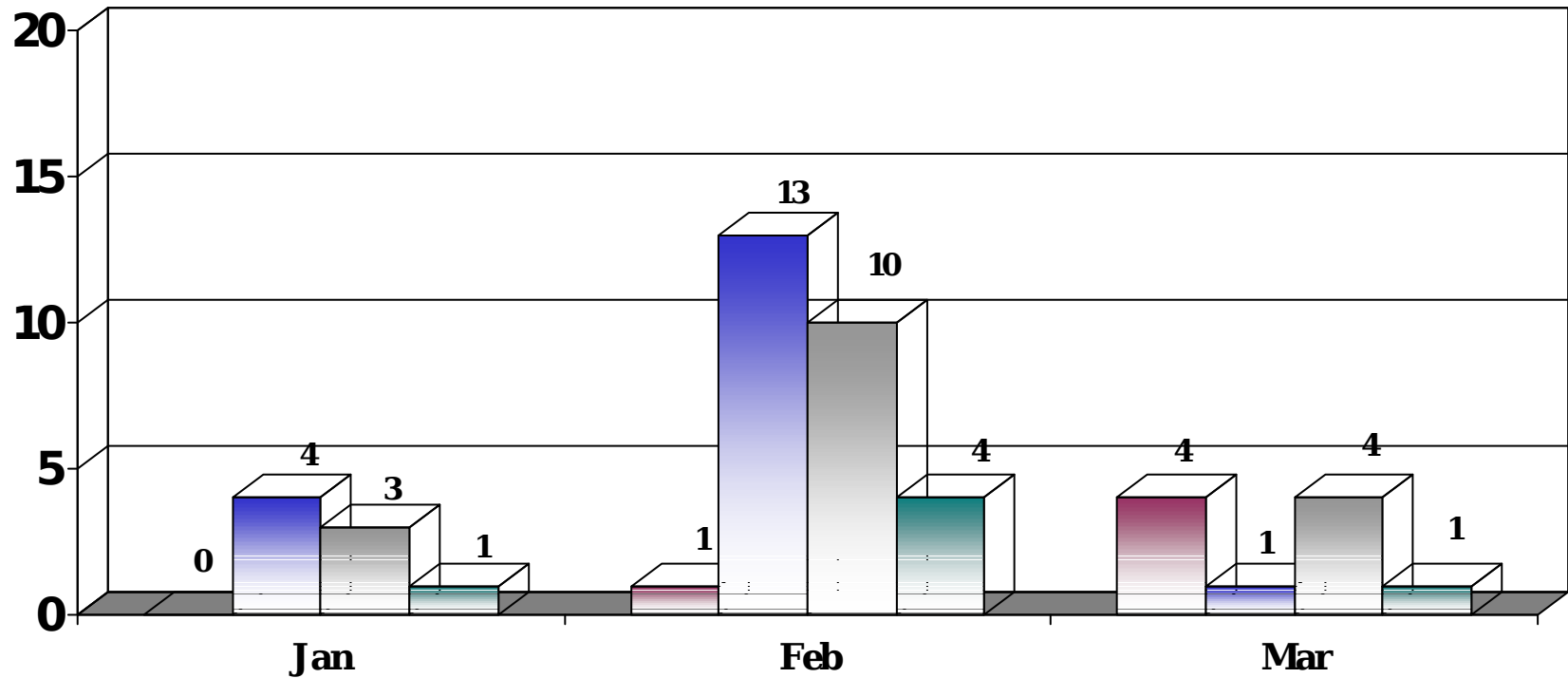|	On Hand	Received	Completed	Balance
Jan	0	21	18	3
Feb	3	76	68	11
Mar	11	27	34	4

ANALYSIS   One hundred and twenty-four pay inquiries were received during the second quarter and all but one was resolved within two weeks of receipt in the CPOC. This is a significant increase from last quarter when 66 pay inquiries were received. A pay inquiry occurs when the employee, the CPAC or DFAS contacts the CPOC with an identified problem, request for verification or information that has the potential to change or affect an employee's basic pay. The 124 pay inquiries represent .69 problems per 100 employees serviced. Of the 124 pay problems received 28% (35) were either payroll interface problems or DFAS system errors in the payroll database itself.

WEST Region

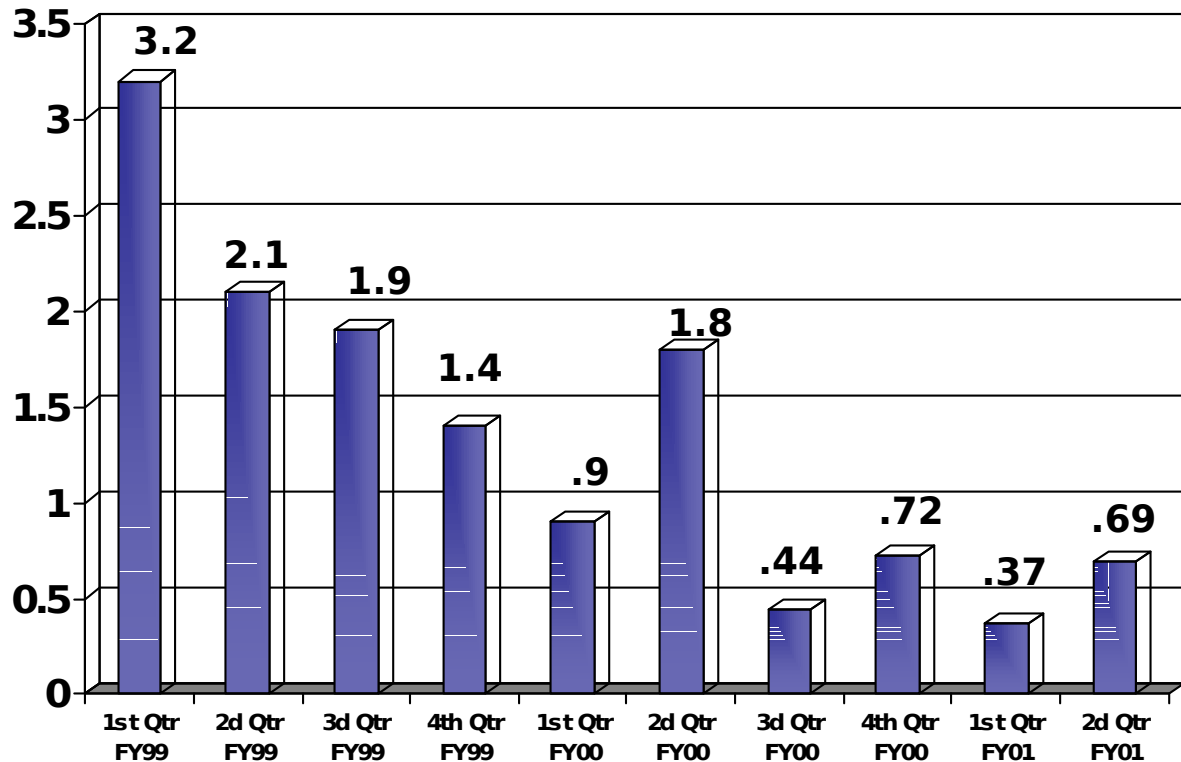| TOPIC:	Pay Inquiries Submitted to the Payroll Resolution Team (PRT) - COE, Portland	2d QTR-FY01
PROPONENT:	WCPOC	

ANALYSIS: Eighteen pay inquiries (1.3 problems per 100 employees) were received during this quarter. Seventeen percent of the eighteen pay inquiries consisted of problems with the personnel and payroll interface. Fifty percent (9) were pay adjustments that had not been processed, and the remainder did not not reveal a clear pattern but rather a variety of inquiries. Our goal continues to be to eliminate pay problems.

WEST Region

TOPIC:	Pay Inquiries Submitted to the Payroll Resolution Team (PRT) - All Serviced	FY99 - FY01
PROPONENT:	WCPOC	

Chart: Number per 100 Employees Serviced

Quarter	Value
1st Qtr FY99	3.2
2d Qtr FY99	2.1
3d Qtr FY99	1.9
4th Qtr FY99	1.4
1st Qtr FY00	.9
2d Qtr FY00	1.8
3d Qtr FY00	.44
4th Qtr FY00	.72
1st Qtr FY01	.37
2d Qtr FY01	.69

# of Problems: 199 267 247 221 166 323 80 131 66
124

WEST Region

ANALYSIS: One hundred twenty-four pay inquiries were received during the 2nd quarter. This is a significant increase from last quarter when 66 pay inquiries were received. Of the 124 pay problems received 28% (35) were either payroll interface or DFAS system errors in the payroll database itself. Approximately 40 problems were due to administrative delay in the processing of a WG pay adjustment. Our goal is to process pay actions in a timely manner without error. When an error does occur, continued coordination between the CPAC, CPOC, and DFAS is required.

Section 6
Training and Developing Employees
Proponent: WCPOC, Human Resource Development Division

Sub-Section	Topic	Remarks
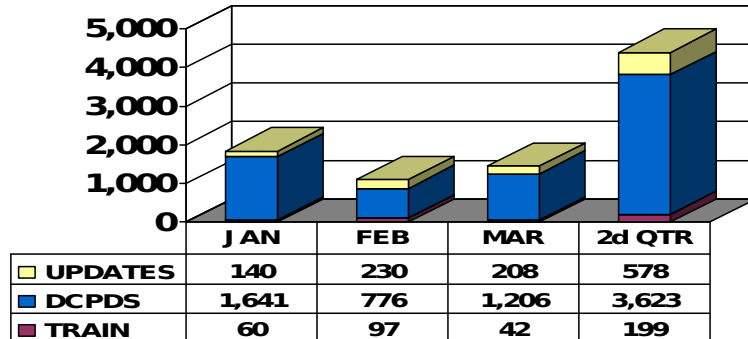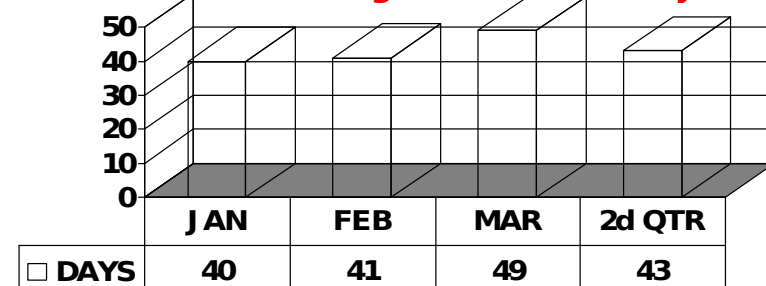| N/A | Training Requests Processed | Provides data regarding timeliness and volume of completed training processed into the database during the quarter, costs reported for that training and the length of time between completion of training and entry into employee training history. The data does not reflect the training or associated costs actually consummated during the quarter because some documentation was not timely forwarded for processing and/or costs were either omitted or inaccurately reported.

On 31 March 2001 use of the TRAIN FPI was permanently discontinued in preparation for the Modern Defense Civilian Personnel Data System (MDCPDS). During it's lifetime, TRAIN accounted for approximately 6,500 or 18% of the training actions processed by the WCPOC. |
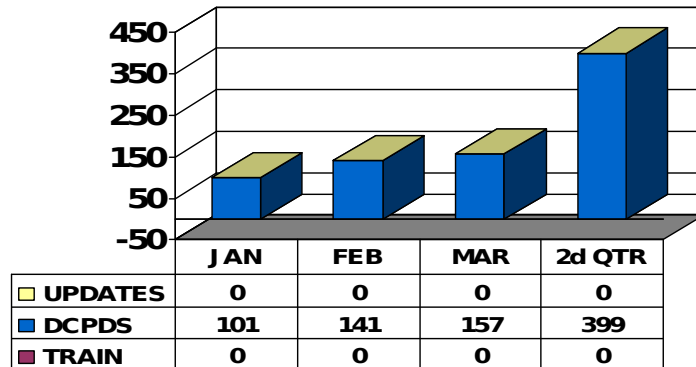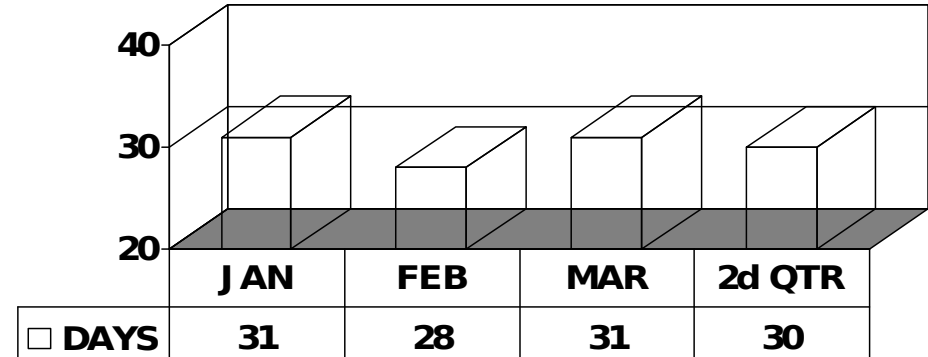
W E S T R e g i o n

Training Requests Processed - All Serviced Activities 2d QTR-FY01

PROPONENT:

WCPOC - HRDD

NUMBER PROCESSED

	JAN	FEB	MAR	2d QTR
UPDATES	140	230	208	578
DCPDS	1,641	776	1,206	3,623
TRAIN	60	97	42	199

RECORDING DELAY
(Date completed vs Date Recorded)
Average Number of Days

	JAN	FEB	MAR	2d QTR
DAYS	40	41	49	43

TRAINING COSTS REPORTED
(Direct & Indirect in Thousands)
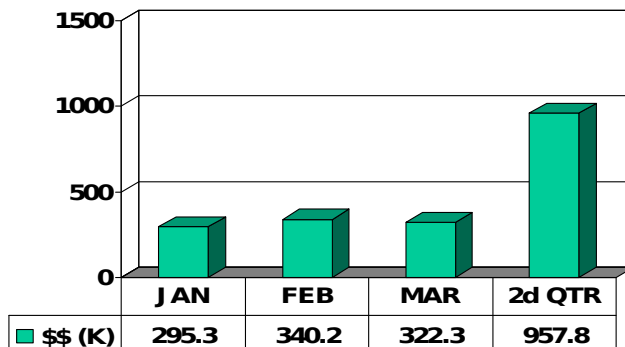
	JAN	FEB	MAR	2d QTR
$$ (K)	295.3	340.2	322.3	957.8

ANALYSIS: All records of completed training received by the WCPOC were processed within standard. Of the total (4,400), 5% were processed through the TRAIN FPI and (578) 13% were additions/corrections submitted by employees in response to our initiative to update their DCPDS training history before the Modern System is deployed. A total of 6,265 employee records were updated since this project was initiated

The cost of training reported and recorded during this quarter was $957,730 -- an average of $218 per training event and an average of $53 per employee.

Delays in recording completed training have increased from an average of 38 days during the previous quarter. Increased awareness of the negative effects delays can have on employees and continuing command emphasis have gone a long way to ensure that managers complete evaluations quickly and that CPACs forward documentation to the WCPOC for processing immediately upon receipt

WEST Region

TOPIC: Training Requests Processed - COE, Portland	2d QTR-FY01
PROPONENT: WCPOC - HRDD	

NUMBER PROCESSED

	JAN	FEB	MAR	2d QTR
UPDATES	0	0	0	0
DCPDS	101	141	157	399
TRAIN	0	0	0	0

RECORDING DELAY
(Date completed vs Date Recorded)
Average Number of Days

	JAN	FEB	MAR	2d QTR
DAYS	31	28	31	30

TRAINING COSTS REPORTED
(Direct & Indirect in Thousands)

	JAN	FEB	MAR	2d QTR
$$ (K)	74.4	123.2	79.4	277.0
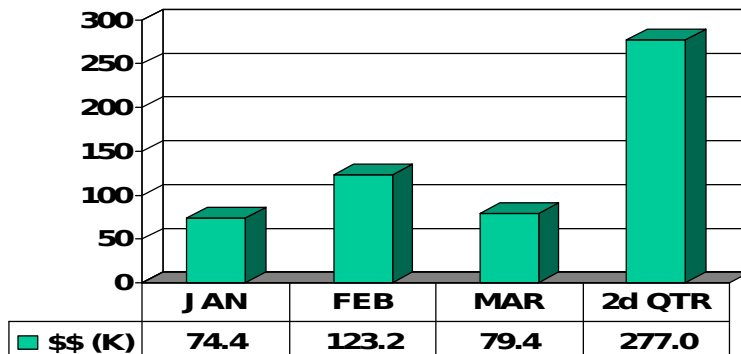
ANALYSIS: All records of completed training received by the WCPOC were processed within standard.

The cost of training reported and recorded during this quarter was $276,956 -- an average of $694 per training event and an average of $200 per employee.

The Portland CPAC continues to have success in reducing the delay elapsed between the date an employee completes training and the date it is entered into training history by the WCPOC. This activity now has one of the better records (lowest delay time) in the region.
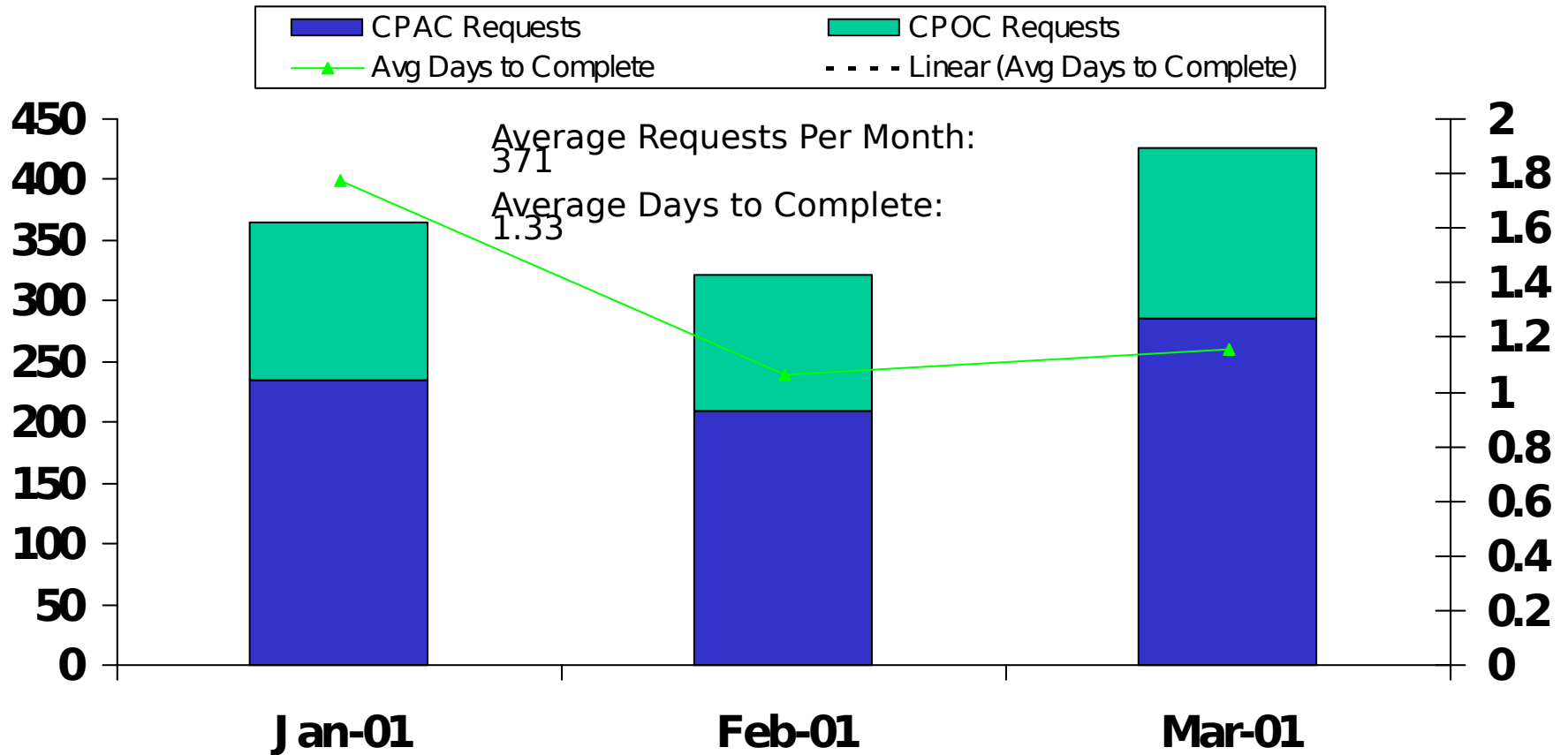
WEST Region

SECTION 7
Providing Information Services
Proponent: WCPOC, Information Services Division

Sub-Section	Topic	Remarks
A	Help Desk Requests	Provides information regarding the categories and number of help desk tickets opened and completed during the period, and average time to complete.
B	DCPDS Quality	Illustrates progress in cleaning up critical elements of data in preparation for Modern System deployment.

WEST Region

TOPIC: DCPDS Quality		2d QTR-FY01
PROPONENT: WCPOC-ISD	ASSESSMENT: Green	
Goal: 96% Error Free Rate		

Month	*Discrepancies	Data Elements Checked	Discrepancy Percent
Jan	3,746	5,534,190	0.06%
Feb	2,893	5,531,409	0.02%
Mar	854	5,528,937	0.01%

* Discrepancies are either incorrectly coded data elements, or data elements that must be modified to meet the requirements of conversion to modern system.
- Currently checking 309 data elements for each employee.

ANALYSIS: During this quarter we came very close to completing database cleanup in preparation for our 13 April 2001 deployment of Modern System. The remaining 854 discrepancies will be corrected by 12 April 2001 to ensure that the conversion from the Legacy database to the Modern System database is 100% successful.

WEST Region